

Deposition of Carole Meisler, taken May 29, 2014

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IN THE UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF OHIO  
EASTERN DIVISION

VICTORIA D. JOHNSON,                     )  
  )  
                          Plaintiff,         )  
  )  
vs.   ) Case No.  
  ) 1:13-cv-2012  
  )  
UNIVERSITY HOSPITALS                     )  
HEALTH SYSTEM, INC. and                 )  
UNIVERSITY HOSPITALS                     )  
PHYSICIAN SERVICES,                     )  
  )  
                          Defendants.        )

- - - - -  
THE DEPOSITION OF CAROLE MEISLER  
THURSDAY, MAY 29, 2014  
- - - - -

The deposition of CAROLE MEISLER, called by the Plaintiff for examination pursuant to the Federal Rules of Civil Procedure, taken before me, the undersigned, Gretchen E. Windenburg, a Court Reporter and Notary Public within and for the State of Ohio, taken at the offices of Giffen & Kaminski, LLC, Suite 1600, 1300 East Ninth Street, Cleveland, Ohio, commencing at 1:50 p.m., the day and date above set forth.

1 APPEARANCES:

2  
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- - - - -  
No exhibits.

1 CAROLE MEISLER  
2 of lawful age, called by the Plaintiff for  
3 examination pursuant to the Federal Rules of  
4 Civil Procedure, having been first duly sworn, as  
5 hereinafter certified, was examined and testified  
6 as follows:

7 EXAMINATION OF CAROLE MEISLER

8 BY MR. HERRON:

9 Q I'll have you state your name, for the  
10 record, please, ma'am.

11 A Carole Meisler.

12 Q How do you spell your last name?

13 A M-E-I-S-L-E-R.

14 Q Ms. Meisler, my name is Mark Herron. I'm an  
15 attorney. I represent a woman by the name of  
16 Victoria Johnson. I believe you know who  
17 Ms. Johnson is?

18 A Yes.

19 Q We have you here today to answer some  
20 questions regarding some issues in a lawsuit  
21 she has pending against University Hospitals  
22 Physician Services. I understand you are a  
23 former employee of University Hospitals?

24 A Correct.

25 Q When were you last employed by University

1 Hospitals?

2 A March 6, 2013.

3 Q So just a little over a year?

4 A Yes.

5 Q Where are you presently employed?

6 A I'm not.

7 Q Are you retired?

8 A Yes.

9 Q How long were you employed at University  
10 Hospitals Physician Services?

11 A For a little over five years.

12 Q What position or positions did you hold with  
13 University Hospitals during that five-year  
14 period?

15 A Local compliance officer.

16 Q Did you hold any other positions during that  
17 five-year period, other than local compliance  
18 officer?

19 A No.

20 Q Have you reviewed any documents in  
21 preparation for your testimony this  
22 afternoon?

23 A No.

24 Q Have you discussed your testimony or  
25 anticipated testimony with anyone prior to

1           today?

2     A     No.

3     Q     Prior to receiving a subpoena this week, did  
4           you even know you were going to be testifying  
5           today?

6     A     I didn't know.

7     Q     Have you ever given a deposition before?

8     A     Yes.

9     Q     About how long ago?

10    A     20 years.

11    Q     Things have changed in 20 years. I'm going  
12           to ask you a series of questions regarding  
13           some issues in this case. You are under  
14           oath, so you have an obligation to testify  
15           truthfully. Just a few rules. If we follow  
16           them, we'll keep this relatively short and  
17           painless. If at any time you don't  
18           understand my question, something doesn't  
19           make sense, please speak up, let me know and  
20           I will rephrase the question or ask it  
21           differently. The important thing is that you  
22           and I be on the same page. Fair enough?

23    A     Yes.

24    Q     And if at any point you need to take a break,  
25           all you have to do is ask and we'll certainly

1 accommodate that. The only provision being  
2 if there's a question pending, we want you to  
3 answer the question before we take the break.  
4 Okay?

5 A Yes.

6 Q You also have to give verbal answers because  
7 Gretchen, as good as she is, can't take down  
8 nods or gestures, uh-huhs; they don't come  
9 out accurately on the record.

10 What is your current residence  
11 address?

12 A 2525 Lafayette Drive, Cleveland, Ohio 44118.

13 Q That's over in South Euclid, I believe,  
14 correct?

15 A No.

16 Q What is your educational background?

17 A I have a Bachelor's degree in science and  
18 nursing, a Bachelor of Arts in anthropology,  
19 and a JD, Juris Doctor.

20 Q Are you a licensed attorney in the State of  
21 Ohio?

22 A No.

23 Q Have you ever been licensed in the State of  
24 Ohio?

25 A Pardon?

1 Q I'm sorry. Have you ever been licensed in  
2 the State of Ohio?

3 A No.

4 Q Are you licensed to practice in any other  
5 state?

6 A Yes.

7 Q Where are you licensed to practice?

8 A Florida.

9 Q During the five years that you were the local  
10 compliance officer for University Hospitals,  
11 who was your most recent immediate  
12 supervisor?

13 A Cheryl Wahl.

14 Q What was Ms. Wahl's title at that point in  
15 time?

16 A I don't remember.

17 Q How long was Ms. Wahl your supervisor?

18 A I don't remember.

19 Q Was Ms. Wahl your supervisor during the time  
20 period of July and August of 2012?

21 A I don't remember.

22 Q Since your employment with University  
23 Hospitals ended, have you had any  
24 conversations with Ms. Wahl regarding  
25 anything having to do with my client,



1 Victoria Johnson?

2 A No.

3 Q Other than Ms. Wahl, have you had any other  
4 immediate supervisors?

5 A Yes.

6 Q Who were they?

7 A Dr. Michael Nochomovitz.

8 Q You are going to have to help me with his  
9 last name. Say it one more time and we'll do  
10 our best.

11 A Nochomovitz.

12 Q N-A-K-A-M-O-V-I-C-S?

13 A I think it's C-H. N-O-C-H.

14 Q What was Dr. Nochomovitz's position?

15 A President of UHPS.

16 Q Do you have a recollection as to what time  
17 period he served in that capacity?

18 A No.

19 Q Was he serving in that capacity when your  
20 employment with UHPS ended?

21 A Yes.

22 Q Other than Ms. Wahl and Dr. Nochomovitz, who  
23 were your other supervisors while you were  
24 the local compliance officer?

25 A Dr. Keith Ponitz.

1 Q How do you spell his last name?

2 A P-O-N-I-T-Z.

3 Q What was Dr. Ponitz's title?

4 A I don't remember.

5 Q Was he serving in a supervisory capacity over  
6 you at the time that your employment ended?

7 A Yes.

8 Q Any other supervisors, other than Ms. Wahl,  
9 Dr. Nochomovitz, and Dr. Ponitz?

10 A Elizabeth Johnson.

11 Q What was Ms. Johnson's title?

12 A I don't remember.

13 Q Was Ms. Johnson serving in a supervisory  
14 capacity when your employment ended?

15 A When my employment ended, no.

16 Q Any other supervisors other than the four we  
17 have talked about?

18 A Those were all my supervisors. None other.

19 Q When did you receive your Juris Doctor?

20 A '87.

21 Q When did you become licensed in the State of  
22 Florida?

23 A I don't remember.

24 Q Have you ever been subject to any attorney  
25 disciplinary proceedings in the State of

1 Florida or any other court?

2 A No.

3 Q When you were employed at University  
4 Hospitals in the position of local compliance  
5 officer, did any of your job entail the  
6 providing of legal advice to the hospital or  
7 other hospital staff or employees?

8 A No.

9 Q I suppose I should ask you this, too, since  
10 there's actually a couple of types of  
11 licensure.

12 Were you admitted under anything  
13 called a corporate status or corporate  
14 registration?

15 A No.

16 Q As local compliance officer at University  
17 Hospitals Physician Services, what were your  
18 job duties?

19 A My job duty was to explain to employees the  
20 policies and procedures at University  
21 Hospitals Physician Services.

22 Q What types of policies and procedures did you  
23 explain as part of those duties?

24 A All of them. Whatever policy and procedure  
25 there was, it was my responsibility to make

1       sure employees followed the policies and  
2       procedures and that they understood what they  
3       were.

4     Q   Did that include policies and procedures that  
5       would have been enacted by the Department of  
6       Health and Human Services tending to Medicare  
7       and Medicaid?

8     A   These were University Hospitals' policies and  
9       procedures.

10    Q   So the answer to my question would be no,  
11       that those policies and procedures did not  
12       include providing training regarding policies  
13       and procedures enacted by the United States  
14       Department of Health and Human Services as  
15       they pertain to Medicare and Medicaid?

16    A   Would you repeat that?

17    Q   I asked you what your job duties were at  
18       University Hospitals, and you stated explain  
19       policies and procedures and make sure that  
20       they were being followed. And I asked you  
21       what were those policies and procedures, and  
22       I believe you said that they were University  
23       Hospitals' policies and procedures, correct?

24    A   Yes.

25    Q   Now, University Hospitals, not to state the

1 obvious, is a hospital, correct?

2 A Yes.

3 Q And it provides medical care to basically the  
4 Northeast Ohio community, correct?

5 A Yes.

6 Q And there are patients who would receive that  
7 care through Medicare and Medicaid, correct?

8 A Yes.

9 Q And Medicare and Medicaid have their own set  
10 of rules as to how things should be done for  
11 people who qualify to receive their treatment  
12 through those services, correct?

13 A Correct.

14 Q And those policies and procedures, University  
15 Hospitals will be required to comply with,  
16 correct?

17 A Yes.

18 Q And that means that the University Hospitals  
19 employees would be required to comply with  
20 those procedures when applicable, correct?

21 A Yes.

22 Q As part of your responsibilities as the local  
23 compliance officer, did that include ensuring  
24 that employees of University Hospitals  
25 Physician Services complied with Medicare and

1 Medicaid procedures?

2 A Whichever ones were incorporated in policies  
3 and procedures, yes.

4 Q When you say incorporated in policies and  
5 procedures, what do you mean by that?

6 A Based on what you just said, that the  
7 government makes laws and rules about  
8 hospitals. Hospitals have to follow those  
9 rules. So those rules would be in their  
10 policies and procedures.

11 Q Would they be contained in University  
12 Hospitals' policies and procedures?

13 A Yes.

14 Q Now, it's my understanding that physicians  
15 that are employed by University Hospitals and  
16 provide services to University Hospitals, if  
17 they're going to provide treatment to  
18 patients who qualify for Medicare or  
19 Medicaid, that they have to be approved by  
20 the Department of Health and Human Services  
21 to provide that; is that correct?

22 A I don't know anything about that.

23 Q You don't know anything about what a doctor  
24 or a medical provider has to do in order to  
25 provide services to patients who are on

1 Medicare and Medicaid?

2 A No.

3 Q So you're not familiar with any requirements  
4 that they submit an application in order to  
5 be approved as a provider for patients who  
6 receive Medicare and Medicaid?

7 A No.

8 Q Have you ever heard of what is known as an  
9 855I form?

10 A No. That doesn't sound familiar.

11 Q Have you ever heard of what is known as a  
12 program integrity manual for Medicare and  
13 Medicaid?

14 A I don't recall anything like that.

15 Q Have you ever heard of a company in  
16 Nashville, Tennessee known as CGS?

17 A No.

18 Q Have you ever spoken with anybody at a  
19 company called CGS?

20 A I don't recall.

21 Q Have you ever spoken with anyone at CGS  
22 regarding how the 855I form is to be  
23 completed?

24 A I don't know what the IGI form is {sic}. I  
25 don't recall any company called CGS.

1 Q So my question was, do you recall speaking  
2 with anyone at CGS regarding how an 855I form  
3 was to be completed. What is your answer to  
4 that? No, you don't recall?

5 A So, no, I don't recall the form that you're  
6 saying, and I don't recall a company by the  
7 name of CGS.

8 Q You did indicate at the outset that you know  
9 who Victoria Johnson is, correct?

10 A Yes.

11 Q How did you come to know who Ms. Johnson was?

12 A I would pass her in the halls.

13 Q Other than passing Victoria Johnson in the  
14 halls, did you have any other interaction  
15 with her while employed at University  
16 Hospitals?

17 A I believe I e-mailed her, but I really don't  
18 recall.

19 Q What did you e-mail Ms. Johnson about?

20 A I don't know.

21 Q Did you e-mail Ms. Johnson regarding how to  
22 complete 855I forms for CGS?

23 A You know what, I have no idea what form  
24 you're talking about.

25 Q You admitted that Ms. Wahl was your immediate



1 supervisor in July and August of 2012,  
2 correct?

3 A Ms. Wahl was my immediate supervisor. I  
4 don't remember when.

5 Q Where was your office located?

6 A In the City of Euclid.

7 Q In the same building that Ms. Johnson worked  
8 in?

9 A Yes.

10 Q Where was your office relative to where hers  
11 was -- where her cubicle would have been?

12 A I do not remember where her cubicle was.

13 Q Were you two on the same floor?

14 A Yes.

15 Q Were you within 30, 40 feet from each other?

16 A I have no idea.

17 Q Did Ms. Wahl ask you to look into issues that  
18 Victoria Johnson was having with regards to  
19 how to prepare Medicare/Medicaid provider  
20 enrollment applications?

21 A Ms. Wahl asked me to reply to a complaint  
22 that Victoria Johnson made. I don't remember  
23 any specifics about that.

24 Q Did Ms. Wahl apprise you of the substance of  
25 what Ms. Johnson's complaint was -- Victoria

1 Johnson's complaint was? There's a couple of  
2 people with the last name Johnson.

3 A I don't remember. I don't remember what the  
4 complaint was.

5 Q Did the complaint that Ms. Wahl wanted you to  
6 look into that Victoria Johnson had made have  
7 anything to do with preparing provider  
8 enrollment applications for Medicare and  
9 Medicaid?

10 A I'm familiar with that term, provider  
11 enrollment applications.

12 Q Okay. Was that what the complaint was about?

13 A I don't remember.

14 Q So you do know what a provider enrollment  
15 application is; is that your testimony?

16 A I have no idea what that is. If I ever  
17 worked with it, I don't remember.

18 Q Well, after Ms. Wahl asked you to respond to  
19 Victoria Johnson's complaint, describe for  
20 us, please, what you did.

21 A I -- whatever the complaint was, I went and  
22 looked for information that would reply to  
23 the complaint.

24 Q What information did you look for?

25 A I don't remember.

1 Q Where did you look for information?

2 A I don't remember.

3 Q I mean, did you look on the internet? Did  
4 you look at resources that you had available  
5 to you in your office? Did you call other  
6 people to get information? What do you  
7 recall doing?

8 A I don't recall what I did as far as that  
9 specific incidence. I can guess.

10 Q Take your best shot.

11 A My guess is, similar to any other time I was  
12 asked to look into something, I would use any  
13 resource available to find the information.

14 Q What resources do you think you went to to  
15 respond to Victoria Johnson's complaint?

16 A I don't remember.

17 Q Do you recall what the results of your  
18 inquiry was?

19 A I don't remember.

20 Q I don't want to imply anything here with my  
21 next question, but I have to ask it.

22 Do you have any type of medical or  
23 mental health condition that's impairing your  
24 ability to recall events that occurred two  
25 years ago?

1 A Not that I know of.

2 Q I have handed you what was marked at an  
3 earlier deposition as Exhibit 16. Have you  
4 ever seen these documents before? And take  
5 your time looking through them, of course,  
6 please.

7 A Yes, this looks like something I created.

8 Q Do you recall when you created it?

9 A No.

10 Q Do you recall why you created it?

11 A This was when Cheryl Wahl asked me to answer  
12 a complaint by Victoria Johnson.

13 Q Does this help refresh your recollection as  
14 to what the nature of that complaint was?

15 A What? Does what?

16 Q Any of it.

17 A I haven't read it. Do you want me to sit  
18 here and read it?

19 Q I want you to take as much time as you need  
20 to read it.

21 A Okay.

22 MR. HERRON: We'll take a  
23 break to give you as much time as you need.

24 (Recess from 2:15 p.m. to 3:07 p.m. )

25 BY MR. HERRON:

1 Q I've given you a few minutes to look over  
2 Exhibit 16, correct?

3 A Yes.

4 Q Does that refresh your recollection as to the  
5 nature of the complaint that Victoria Johnson  
6 had made that Ms. Wahl wanted you to look  
7 into?

8 A Yes.

9 Q What was the nature of Ms. Johnson's  
10 complaint?

11 A She misunderstood that the form, required by  
12 this agency, had to be filled out by her  
13 department in order -- and that the form had  
14 to have a way of contacting the physician.  
15 And she misunderstood. She thought that a  
16 contact could not be sending a message on.  
17 She thought contact was that she personally  
18 should not be contacted; the physician  
19 personally should be contacted.

20 Q Is that what Ms. Johnson told you?

21 A In these e-mails --

22 Q Let me rephrase my question, because I know  
23 there's a lot of e-mails in there and they're  
24 all duplicated. Let me rephrase my question.

25 Did you have any conversation with

1 Victoria Johnson verbally, over the telephone  
2 regarding what her complaint was?

3 A I don't recall talking -- well, wait. I  
4 don't recall it, but in here I think it  
5 says -- I would have to look -- that I did  
6 talk to her personally. I don't remember.

7 Q You testified earlier that you and  
8 Ms. Johnson worked in the same building out  
9 on Euclid Avenue in Euclid, correct?

10 A Yes.

11 Q On the same floor, I think you said?

12 A Yes.

13 Q If you needed to go see her, it would just be  
14 a matter of getting up and walking down the  
15 hallway to where her cubicle was located,  
16 right?

17 A Correct.

18 Q Or you could pick up the phone and ask her to  
19 come down to your office, correct?

20 A Yes.

21 Q Did you ever go down to her office area or  
22 cubicle to talk to her about this?

23 A I don't remember.

24 Q Did she ever come to your office or did you  
25 ever ask her to come to your office to talk

1 about this?

2 A I don't remember.

3 Q You don't recall Victoria Johnson ever  
4 stating to you verbally what her complaint  
5 was?

6 A I do not remember a telephone conversation  
7 with her.

8 Q Or an in-person conversation with her?

9 A I do not recall an in-person conversation  
10 with her.

11 Q The only communications that you recall  
12 having with Ms. Johnson -- Victoria  
13 Johnson -- there's a couple people with the  
14 last name of Johnson in this case.

15 The only communications you recall  
16 having with Victoria Johnson were via e-mail;  
17 is that correct?

18 A Well, I think there's something in here that  
19 says I called her. I don't remember calling  
20 her.

21 Q I am not going to have you go through all of  
22 Exhibit 16 again to find it, but do you  
23 recall, in reviewing Exhibit 16, seeing  
24 something where it indicated you might have  
25 spoken with her verbally?

1 A I would have to look here to find that. I  
2 don't remember. I do not remember.

3 Q What did you do, if anything, to find out  
4 what the proper course of procedure was for  
5 Victoria Johnson in preparing these  
6 applications?

7 A I contacted the vender.

8 Q The vender is CGS?

9 A Yes.

10 Q Who you testified earlier that you had  
11 never -- or you don't recall who they were?

12 A I had no idea they were called CGS.

13 Q So you contacted the vender; is that your  
14 testimony?

15 A Yes.

16 Q How did you contact the vender?

17 A I called them.

18 Q Do you recall who you spoke to at the vender?

19 A No, but it's in here. I can look here to  
20 find out who I spoke to.

21 Q Well, at the beginning of Exhibit 16 is a --  
22 it looks like a spreadsheet or a chart of  
23 actions that you took. About three pages --  
24 the first three pages.

25 A Yes.



1 Q Did you prepare that chart?

2 A Yes.

3 Q Do you recall when you prepared that chart?

4 A No.

5 Q The chart, the three pages there, is  
6 entries -- a variety of entries for various  
7 dates, 17th through the 24th of July of 2012.

8 When you prepared the chart, did you  
9 make these entries simultaneously with the  
10 tasks that you undertook, or did you put this  
11 chart together at a later point in time after  
12 the fact?

13 A I put this -- could you say that one more  
14 time?

15 Q Right. The first three pages of Exhibit 16  
16 is a chart --

17 A Yeah.

18 Q -- of steps that you took, correct?

19 A Uh-huh.

20 Q Yes?

21 A Yes.

22 Q And each entry has a date?

23 A Yes.

24 Q And a time, right?

25 A Yes.

1 Q My question was: Did you put this chart  
2 together as you were undergoing the steps  
3 that you took in this investigation, or did  
4 you put this together at a later date after  
5 the fact?

6 A I put this together afterwards.

7 Q Do you recall how soon afterwards?

8 A No.

9 Q Was it in July of 2012?

10 A I don't remember.

11 Q August of 2012?

12 A Don't remember.

13 Q Was it in 2012?

14 A I don't remember.

15 Q It was sometime before you left in 2013,  
16 correct?

17 A Yes.

18 Q And I think you left in -- what did you tell  
19 me? March of 2013, I believe it was?

20 A Correct.

21 Q So it would have been sometime in the eight  
22 to nine-month period between July of 2012 and  
23 March of 2013?

24 A I don't remember when I did this.

25 Q Well, do you think you did it after you left?

1 A No, I didn't do it after I left.

2 Q You did this on your computer in your office,  
3 correct?

4 A Yes.

5 Q What program did you use to put this chart  
6 together?

7 A I don't know.

8 Q Did you actually type out the chart or did  
9 someone else do that?

10 A I did.

11 Q What type of word processing software did you  
12 have at that time; do you recall?

13 A I know for this, it was -- I don't know,  
14 actually. I don't know if it was Excel or it  
15 could have been Word. But I don't know what  
16 the software is called.

17 Q You don't know which program you used?

18 A I have no idea.

19 Q As you put this together, did you make  
20 changes or revisions to it before the printed  
21 version that we have here was put out?

22 A I don't remember.

23 Q Do you recall how long it took you to put the  
24 chart together that's the first three pages  
25 of Exhibit 16?

1 A No.

2 Q So you contacted somebody at the vender,  
3 correct?

4 A Yes.

5 Q Do you recall who at the vender it was that  
6 you spoke to?

7 A I'll tell you in a minute. According to this  
8 e-mail, page 1 of 3, marked number two --

9 Q I am going to cut you off just for a second.  
10 If you look down at the bottom, you'll see  
11 little numbers. Which page number are you  
12 looking at at the bottom?

13 A 1439.

14 Q Okay. This way I can follow along with you.

15 A In this e-mail it says, I just spoke to CGS  
16 on speaker with both Tina and Sheryl Johnson  
17 present. I received an answer from Melissa,  
18 CGS customer service, and the reference code  
19 for my question and her answer is number  
20 9012199398320.

21 Per Melissa, the purpose of the  
22 telephone contact number is that they need to  
23 be able to verify information on the  
24 application form 855. Per Melissa, they do  
25 not expect to have direct access to the

1 physician. They know the physicians are busy  
2 taking care of patients. They need a number  
3 to contact someone who will get the info from  
4 the physician and report back.

5 Melissa gave an answer when she  
6 called -- as an example, when she calls her  
7 personal physician, she does not expect to  
8 reach him directly, but she does expect that  
9 he will be contacted for my needs.

10 I will send Victoria an e-mail, cc to  
11 you, thanking her for letting compliance know  
12 her concern and that I researched it with CGS  
13 and was told our practices are compliant.

14 Q This is an e-mail -- now, what you just read  
15 from about your conversation with Melissa is  
16 in an e-mail that you sent to Cheryl Wahl,  
17 correct?

18 A Uh-huh.

19 Q Yes?

20 A Yes.

21 Q On July 17, correct?

22 A Yes.

23 Q And do you recall Melissa's last name?

24 A No.

25 Q Your testimony is you had a phone

1 conversation with Melissa, right?

2 A Yes.

3 Q Other than what's in this e-mail, did you  
4 take any notes of that conversation?

5 A Not that I recall. I don't remember. I  
6 don't remember.

7 Q Do you recall how long you and Melissa spoke?

8 A No.

9 Q Do you recall what Melissa's title was?

10 A No. Well, I have here CGS customer service.

11 Q That's correct. Did Melissa ever send you  
12 anything in e-mail or in writing that any way  
13 confirmed or corroborated the conversation  
14 that you had?

15 A I don't remember.

16 Q And you believe Melissa was being truthful  
17 with you when she told you that that's what  
18 the expectation was?

19 A Yes.

20 Q And if you had felt that Melissa was wrong,  
21 would you have forwarded on to Cheryl Wahl  
22 the information that you received from  
23 Melissa?

24 A No.

25 Q Did you receive anything from Melissa, either

1 in writing or in e-mail, that corroborated  
2 anything that you wrote in your e-mail to  
3 Ms. Wahl that you claim Melissa stated to  
4 you?

5 A I don't remember.

6 Q If you had received something in writing from  
7 Melissa that confirmed your phone call with  
8 her, you would have retained that, correct?  
9 If Melissa had sent you an e-mail confirming  
10 our phone conversation of today, et cetera,  
11 et cetera, you would have retained that,  
12 correct?

13 A Yes.

14 Q Probably would have forwarded that on to  
15 Cheryl Wahl, correct?

16 A Yes. I did get a confirmation, though.  
17 That's what that number is. I'm sorry. I  
18 have to change my answer. Because she told  
19 me that my question and her answer is  
20 confirmed and she gave me a code number. So  
21 it must be someplace in CGS's tracking  
22 system.

23 Q Did you ever ask CGS to provide you with any  
24 of their records that were tied to that code  
25 number?

1 A No.

2 Q Have you ever seen anything from CGS that  
3 would be a record of theirs tied to that code  
4 number?

5 A I don't remember if I mentioned the code  
6 number when I talked to CGS at a later date.

7 Q Well, we're going to get into those later  
8 conversations.

9 Did Victoria Johnson ever tell you  
10 that the problem -- strike that.

11 Did Victoria Johnson ever tell you  
12 that CGS was telling her that they were  
13 expecting the doctor to directly answer the  
14 number that was provided on the  
15 application -- enrollment application form?

16 A May I have that question again?

17 MR. HERRON: That's on you.

18 - - - - -

19 (Record read.)

20 - - - - -

21 A In number 1449 on the -- Victoria Johnson in  
22 an e-mail to both me and Cheryl Wahl says,  
23 yes, the application does not state section  
24 2B, please list a valid correspondence phone  
25 number where the provider can be reached



1 directly. If no one is available to answer  
2 the phone when called, the voicemail greeting  
3 should clearly state the provider's name.

4 We are aware that if no one answers  
5 the phone, it then has to go to the  
6 provider's voicemail. I asked the  
7 representative to send that to me in writing  
8 so that I could forward to you in detail what  
9 their expectations are.

10 Bottom line is, they cannot be reached  
11 directly at this number, and if they were to  
12 call the number we put on the application and  
13 no one answered, the voicemail greeting would  
14 not be one of the provider.

15 MR. HERRON: What was my  
16 question again?

17 - - - - -

18 (Record read.)

19 - - - - -

20 Q That was my original question. Did Victoria  
21 Johnson ever tell you that?

22 A Okay. She says, I asked the representative  
23 to send that to me in writing so that I could  
24 forward it to you in detail of what their  
25 expectations are.

1                   And what she forwarded from Ms. Kim  
2           did not say anything about it having -- let's  
3           see. Please list -- this is CMS 855I,  
4           page 1451. It says section 2B, please list a  
5           valid correspondence number where the  
6           provider can be reached directly. If no one  
7           is available to answer the phone when called,  
8           the voicemail greeting should clearly state  
9           the provider's name.

10    Q    Okay.

11    A    But it turned out that that was an old form.  
12           Because I said here -- on July 19, 2012 at  
13           3:40 p.m., I said, Hello, Victoria. I  
14           understand your confusion. CGS is giving  
15           conflicting information. I went online and  
16           looked at form 855I -- or L -- page 5,  
17           section 2B. The correspondence address and  
18           the current form does not state -- which  
19           is -- I then go into what the CGS rep told  
20           Victoria, which was section B, please list a  
21           valid correspondence phone number where the  
22           provider can be reached directly. If no one  
23           is available to answer the phone when called,  
24           the voicemail greeting should clearly state  
25           the provider's name. The current CMS 855I

1 states, provide contact information for the  
2 person shown in section 2A above. Once  
3 enrolled, the information provided below will  
4 be used by the fee for service contractor if  
5 it needs to contact you directly.

6 It looks like they forwarded you an  
7 old form -- forwarded an old form to you.  
8 Per CGS, physician support staff can answer  
9 the phone and give a message to the  
10 physician.

11 Q So it's your testimony that you went online  
12 and reviewed what you thought was the current  
13 855I form? Is that what you indicated in  
14 your e-mail?

15 A Yeah. I went online and I looked at the  
16 form.

17 Q How do you know that the form you looked at  
18 was current?

19 A It was the form that was online.

20 Q And do you recall where you went online to  
21 look at that form?

22 A No.

23 Q You don't recall what the web address was?

24 A No.

25 Q Was it a CGS web address?

1 A I don't remember.

2 Q Was it a Department of Health and Human  
3 Services or Center for Medicare and Medicaid  
4 Services address?

5 A I don't remember.

6 Q How did you know what website to go look at?

7 A I don't remember.

8 Q I asked you earlier if you had ever heard of  
9 the program integrity manual. You recall me  
10 asking you that?

11 A Uh-huh.

12 Q Do you now know what that is?

13 A I saw it in here somewhere. I'll have to  
14 find it, though. It was like towards the  
15 end.

16 Q Well, I don't need you to go find where your  
17 reference was in Exhibit 16, but now you know  
18 what it is, right?

19 A No, I don't remember what it is. I need to  
20 look here to see what it is. Do you know  
21 what page it's on?

22 Q No, I don't. But my question to you is going  
23 to be: Did you go look at the program  
24 integrity manual to find out what it said  
25 about how to complete the 855I form?

1 A I don't remember. I remember seeing the word  
2 when I was reading through these documents,  
3 that word integrity document, integrity plan.

4 Q Program integrity manual.

5 A Okay. So I remember seeing that when I  
6 reviewed these documents, but what -- who  
7 talked about it and what I knew about it, I  
8 don't remember. I would need to go through  
9 here and find it.

10 Q Let's see if we can find out. You said it  
11 was near the end that you referenced it,  
12 right?

13 A I think so.

14 Q Try page 1495.

15 A Yeah. If an answering service appears and  
16 the contractor can identify it as the  
17 applicant's personal service, it is not  
18 necessary to talk directly to the applicant  
19 or an official thereof. The contractor only  
20 needs to verify that the applicant can be  
21 reached at this number.

22 And that is in this e-mail from  
23 Shamekia McLaughlin on July 23 at 1:59 p.m.

24 Q That's what you just read from the program  
25 integrity manual, was an e-mail from

1 Ms. McLaughlin to Victoria Johnson, correct?

2 A Yes.

3 Q Did Victoria forward that -- Victoria  
4 Johnson, rather, did she forward this e-mail  
5 to you?

6 A What is the question?

7 Q If you'll look at 1505 -- are you on 1505?

8 A Yes.

9 Q E-mail from Victoria Johnson to several  
10 individuals, including yourself, July 24,  
11 2012, 7:27 a.m., correct?

12 A Yes.

13 Q And you received that e-mail?

14 A Yes.

15 Q Was the e-mail from Shamekia McLaughlin to  
16 Victoria Johnson attached to that e-mail?

17 A Yes.

18 Q So there was reference to the program  
19 integrity manual in Victoria's e-mail to  
20 you -- Victoria Johnson's e-mail to you and  
21 others, correct?

22 A Yes.

23 Q And she attached the e-mail that she had  
24 received from Shamekia, which also quoted the  
25 program integrity manual, correct?

1 A Yes. That's what Shamekia said. She says  
2 that this below, 15.5.2.2 correspondence  
3 address, is listed what the program integrity  
4 manual states.

5 Q Did you go locate the program integrity  
6 manual to see if that's, in fact, what it  
7 said?

8 A I don't remember.

9 Q Did you have access to the program integrity  
10 manual?

11 A I don't remember.

12 Q As of that date, July 24 of 2012 at 7:27 in  
13 the morning, were you familiar with what the  
14 program integrity manual was?

15 A I don't remember.

16 Q Or when you received these e-mails, was that  
17 the first time you ever heard of the program  
18 integrity manual?

19 A I don't remember.

20 Q Did you ask anybody what the program  
21 integrity manual was?

22 A I don't remember.

23 Q When you looked up the 855I form -- which we  
24 talked about for a few minutes, you said you  
25 looked it up online -- did you get that

1 through Googling it --

2 A I don't remember.

3 Q -- or learning it through Google or Yahoo! or  
4 something like that to find out what it was?

5 A I don't remember.

6 Q You do know what Google and Yahoo!, the  
7 search engines, are?

8 A Yes.

9 Q I'm assuming you do, but I have to keep the  
10 record clear.

11 Could you have Googled or run through  
12 whatever search engine you would use at your  
13 workstation, could you have run program  
14 integrity manual through that to see what  
15 came up?

16 A Yes.

17 Q Do you recall whether or not you did that?

18 A No.

19 Q Did you have a hard copy of the program  
20 integrity manual available to you in your  
21 office?

22 A I don't recall.

23 Q Did you at all speak with Shamekia  
24 McLaughlin?

25 A Yes. On July 21 at 9:58, just spoke to the



1 CGS employee. That's referring to Shamekia.

2 When the employee asked Victoria if  
3 the physician --

4 Q What page are you reading off of?

5 A 1505. Just spoke to the CGS employee. When  
6 the employee asked Victoria if the physician  
7 could be reached via the telephone number on  
8 the application, Victoria told her, quote,  
9 no, he cannot be reached at this telephone  
10 number, unquote.

11 Per the CGS employee, there is no  
12 expectation that the physician will be  
13 reached at that number personally. She is  
14 causing financial harm to the organization.

15 Q How do you know that it was Shamekia that you  
16 spoke to?

17 A If I -- I'm saying just spoke to the CGS  
18 employee. That refers to Shamekia.

19 Q How do you know that that refers to Shamekia?  
20 You didn't write her name down there  
21 indicating that you spoke to her.

22 A I didn't say spoke to a CGS employee. I just  
23 spoke to the CGS employee.

24 Q Did the CGS employee that you spoke to --  
25 well, strike that.

1                   When you spoke to the CGS employee,  
2           did you take any notes of that conversation?

3    A    I don't remember.

4    Q    If you would have taken notes of that  
5           conversation or any other conversation you  
6           had with the CGS employee, would you have  
7           retained copies of those notes?

8    A    I don't know.

9    Q    Did the CGS employee that you spoke to prior  
10          to sending the e-mail on July 24 of 2012 at  
11          9:58 a.m., did that CGS employee provide you  
12          with anything in writing, either in terms of  
13          correspondence or an e-mail, that confirmed  
14          the substance of the conversation that you  
15          had with her or him?

16   A    I don't recall.

17   Q    Did you ask that CGS employee that you spoke  
18          to immediately prior -- well, prior to  
19          sending the July 24, 9:58 a.m. e-mail, did  
20          you ask that CGS employee what it meant to be  
21          able to directly contact a provider?

22   A    I asked her when the employee -- it says,  
23          when the employee asked Victoria if the  
24          physician could be reached via the telephone  
25          number on the application, Victoria told

1 her -- this is referring to Shamekia, the CGS  
2 employee -- quote, no, he cannot be reached  
3 at this phone number, unquote.

4 Q I understand that. My question to you is:  
5 Did you ask the CGS employee to explain to  
6 you what CGS's expectation was in being able  
7 to directly reach a provider at that number?

8 A It says here, per the CGS employee, there is  
9 no expectation that the physician will be  
10 reached at that number personally.

11 Q Did the CGS employee give you any other  
12 clarification or insight as to what it meant  
13 to be able to directly contact the provider,  
14 other than they're not expecting the provider  
15 to be reached at that number personally?

16 A I don't recall.

17 Q Again, when you spoke with the CGS employee,  
18 who you believed was Shamekia McLaughlin, did  
19 you believe that Shamekia McLaughlin was  
20 being truthful with you?

21 A Yes.

22 Q If you had had reason to believe that  
23 Shamekia -- or the CGS employee who you  
24 believed to be Shamekia McLaughlin was not  
25 being truthful with you, would you have

1 forwarded what she said on to -- well, I  
2 guess it was Christina Morrison, Steve  
3 Riddle, Sheryl Johnson, Cheryl Wahl?

4 A What was the question?

5 Q If you had felt that Shamekia McLaughlin, the  
6 CGS employee who you think you were speaking  
7 to, was not being truthful with you or was  
8 wrong in what she was saying, would you have  
9 forwarded what she said anyways on to the  
10 individuals that you forwarded on what she  
11 said in that e-mail?

12 A I'm not understanding the question.

13 Q Because I'm probably mumbling my words.

14 You sent this e-mail to Christina  
15 Morrison, Steve Riddle, Sheryl Johnson, and  
16 Cheryl Wahl on July 24, correct?

17 A Correct.

18 Q At 9:58 a.m.?

19 A Correct.

20 Q After speaking to a CGS employee who you  
21 believed was Shamekia, correct?

22 A If I said, to the CGS employee, it just makes  
23 sense to me that it had to be Shamekia.

24 Q That's fine. I'm not overly worried about  
25 that. My question was: You believe that

1           whoever the CGS employee you were talking to  
2           was accurate -- was being accurate with  
3           you --

4    A    Yes.

5    Q    -- about the what the expectations were?

6    A    Yes.

7    Q    And if you did not believe that that CGS  
8           employee was accurate or correct with you in  
9           what they were relating, you would not have  
10          forwarded that on to Christina and Steve and  
11          Sheryl and Cheryl; is that correct?

12   A    I'm sorry, I'm lost.

13   Q    Would you have forwarded on any information  
14          that anybody at CGS told you if you felt that  
15          that CGS employee was wrong?

16   A    If I had thought that that CGS -- Shamekia  
17          was wrong in the information she gave me,  
18          would I have notified Cheryl Wahl, Steve  
19          Riddle, and Sheryl Johnson that she gave me  
20          information that was incorrect?

21   Q    Okay.

22   A    No.

23   Q    Now, what other CGS employees do you recall  
24          speaking with?

25   A    I spoke to Melissa.

1 Q We have talked about your conversations with  
2 Melissa already, correct?

3 A Yes.

4 Q Is there anything else that you recall from  
5 your conversation with Melissa that we have  
6 not talked about today?

7 A I don't recall.

8 Q And you talked to, you believe, Shamekia?

9 A I talked to Shamekia.

10 Q Is there anything about your conversation  
11 with Shamekia that we have not talked about  
12 today?

13 A I don't recall.

14 Q Did you speak with Ms. Kim?

15 A I don't know yet. I have to review these  
16 e-mails. Yes. On July 19 at 4:58 p.m., I  
17 say, hello, Victoria. Good news. I just  
18 spoke to Ms. Kim. Per Ms. Kim, there is no  
19 problem for UH to use UH's telephone number  
20 as a contact number in the application.  
21 There is no expectation that a physician will  
22 answer the phone directly.

23 For example, per Ms. Kim, she works  
24 with a large hospital system that provides  
25 the hospital's main telephone number, and the

1 hospital operator answers the telephone.

2 FYI, I was very clear with her regarding your  
3 concerns and she assured me that UH complies  
4 with CGS's expectations. Thank you again for  
5 bringing this to UH compliance department.

6 Q What page number are you looking at?

7 A That is 1449.

8 Q Did you have any other conversations with  
9 Ms. Kim, other than the one that you have  
10 just related to us?

11 A I don't recall.

12 Q UH has its main campus on Euclid Avenue in  
13 University Circle, correct?

14 A Correct.

15 Q UH also has other facilities throughout  
16 Northeast Ohio, correct?

17 A Correct.

18 Q There are facilities all over Cuyahoga  
19 County, out as far east, I guess, as  
20 Ashtabula, Youngstown area?

21 A I don't remember. I don't remember.

22 Q But there are UH facilities in other  
23 counties, other than Cuyahoga, correct?

24 A Yes.

25 Q And at other facilities, other than what

1 everybody refers to as the main campus in  
2 University Circle, correct?

3 A Yes.

4 Q When you had this conversation with Ms. Kim  
5 and she was talking about the large facility  
6 that -- the large hospital system, when she  
7 described it, do you have any understanding  
8 as to how large that hospital system was in  
9 comparison to UH?

10 A I recall that it was -- she said it was a  
11 large hospital system.

12 Q Did she tell you what the name of the  
13 hospital system was?

14 A I don't recall.

15 Q Did she tell you whether or not it was in  
16 Ohio?

17 A I don't remember.

18 Q Did she tell you whether or not that hospital  
19 system had just one main location or whether,  
20 like UH, had had facilities spread out  
21 through multiple counties?

22 A I don't recall.

23 Q So you don't know how comparable that  
24 hospital system that she referenced was --  
25 how comparable it was to University Hospitals



1 in terms of size, in terms of how  
2 geographically spread out it was?

3 A No. She said, according to here, that it was  
4 a large hospital system.

5 Q And you didn't ask her how large or how far  
6 spread out it was?

7 A I don't remember.

8 Q Now, other than what you related in your  
9 e-mail -- which is dated July 19 of 2012,  
10 correct?

11 A Are we talking about 1449?

12 Q Yes, ma'am, we are. That's your e-mail to  
13 Victoria Johnson, correct?

14 A Yes.

15 Q With a copy to Ms. Wahl, correct?

16 A Yes.

17 Q And you relate in there the conversation you  
18 had with Ms. Kim?

19 A Yes.

20 Q Did you receive any correspondence or e-mail  
21 or otherwise from Ms. Kim that corroborated  
22 what you wrote -- that corroborates how you  
23 summarized your conversation with her in that  
24 e-mail?

25 A I don't remember.

1 Q Was it your belief that Ms. Kim was being  
2 truthful and accurate with you in relating  
3 what CGS's expectations were?

4 A Yes.

5 Q If you had felt that Ms. Kim was not accurate  
6 or not being truthful with you with respect  
7 to what CGS's expectations were, would you  
8 have communicated what she said to Ms. Wahl  
9 or to Victoria Johnson?

10 A No.

11 Q Did you have any other conversations with  
12 Ms. Kim, other than the one that you  
13 summarized in your e-mail dated July 19?

14 A I don't recall.

15 Q Other than Ms. Kim and Shamekia McLaughlin  
16 and -- why am I forgetting the woman's  
17 name -- Melissa, did you have any other  
18 conversations with anyone at CGS regarding  
19 how these forms were to be completed?

20 A I don't recall, but I'm looking through the  
21 exhibit to see if there were any other  
22 mentions of other people.

23 Q Well, I am looking at your chart, your  
24 summary --

25 A I am going through the entire exhibit. Did

1       you ask me before if I talked to her later?  
2       Because it says here, Friday, July 20 --  
3       which is page 1457 -- I say an e-mail to  
4       Victoria Johnson, cc Cheryl Wahl, CGS did not  
5       order you to use the hospital number. UH  
6       can. However -- can. UH can. However, that  
7       is up to UH operations. Please do not change  
8       department processes without an okay from  
9       your supervisor.

10               And that was related to the  
11       conversation that I had with Ms. Kim.

12   Q       So was that a second conversation that you  
13       had with Ms. Kim?

14   A       No, I think that's --

15   Q       Still just the one conversation?

16   A       So when was my conversation with Ms. Kim?  
17       Okay. I spoke to Kim on July 19. So then  
18       Victoria sent me an e-mail the 20th saying, I  
19       just received an e-mail from Kim, CGS,  
20       stating that we can populate the application  
21       with the main hospital number, per CGS.  
22       Please let Steve Riddle know that this is  
23       their policy, as we can no longer use CGS's  
24       telephone number. I am sure the department  
25       will be happy to hear this. Thanks for your

1 help.

2 My answer was --

3 Q Is that where you accused her of changing  
4 policy?

5 A I don't know.

6 CGS did not order you to use the  
7 telephone number. UH can. However, that is  
8 up to UH. Please do not change department  
9 processes without an okay from your  
10 supervisor.

11 Q Did you ever tell Victoria Johnson that CGS  
12 would find it acceptable to use the  
13 hospital's main telephone number?

14 A No. I told her for an example -- let me read  
15 it again. What page was that on?

16 Q I am just asking you if you ever said that to  
17 Victoria Johnson?

18 A I don't remember. I have to look at it.  
19 Okay. Per Ms. Kim, there is no problem for  
20 UH to use UH telephone numbers as a contact  
21 number in the application. There is no  
22 expectation that a physician will answer the  
23 phone directly. For example --

24 So she was giving me an example,  
25 Ms. Kim, that this large hospital system that

1 she works with, they provide the hospital's  
2 main telephone number and hospital operator.  
3 And that was an answer apparently to my  
4 question asking her if there was any problem  
5 with UH using a UH telephone number to  
6 contact -- as a contact in the application,  
7 even though the physician doesn't answer. So  
8 her -- Ms. Kim said that -- gave me the  
9 example that this main hospital number, this  
10 large hospital system, that they call it --  
11 or that that number is okay, so therefore  
12 there's no problem with UH putting a  
13 telephone number as a contact for the  
14 application.

15 Q Now, the contact number that Victoria Johnson  
16 had been instructed to use was not the  
17 hospital's main telephone number, correct?

18 A Correct.

19 Q But you related the example that you got from  
20 Ms. Kim about the large hospital system that  
21 she works with, you related that example to  
22 Victoria Johnson, correct?

23 A Correct.

24 Q You believe that it was -- why then would it  
25 be improper for Victoria Johnson to interpret

1        what you're telling her, that using UH's main  
2        telephone number would be acceptable?

3    A    She misinterpreted. I was not telling her  
4        that it was acceptable, that we were going to  
5        change our processes and use the main  
6        telephone number.

7    Q    But you were telling her that Ms. Kim told  
8        you that for another hospital system, it was  
9        acceptable to use their main telephone  
10       number, correct?

11   A    I was telling her that just -- that there are  
12        different ways of handling this one problem.  
13        So where she -- Victoria thought that we  
14        couldn't give the UH number because it wasn't  
15        a physician actually picking up the phone and  
16        talking to CGS. I'm telling Victoria here,  
17        don't worry because the extreme to me is that  
18        they call a large hospital system that  
19        provides -- and they provide the main number  
20        for the hospital system and that they use  
21        that hospital operator who answers the phone  
22        to contact the physician.

23        So I was giving it as an example to  
24        Victoria, that it's not going to be a problem  
25        to put in our number -- our telephone number

1 as a contact.

2 Q Did you ever ask anybody at CGS what they  
3 mean by the term directly contact?

4 A I don't remember. I would have to go through  
5 this to see if I did. What is meant by  
6 direct contact? Okay.

7 Yes. On 1439, in an e-mail dated  
8 July 17, 5:21 p.m., I say, I just spoke to  
9 CGS on speaker with both Tina and Sheryl  
10 Johnson present. I received an answer from  
11 Melissa, CGS customer service, and the  
12 reference code for my question and her answer  
13 is number 901219 --

14 Q Okay. We talked about this e-mail earlier.

15 A Okay. So per Melissa, the purpose of the  
16 telephone contact number is that they need to  
17 verify information on the application form  
18 855. Per Melissa, they do not expect to have  
19 direct access to the physician.

20 Q Again, we talked about this earlier. This  
21 e-mail is your summary of the conversation  
22 that you had with Melissa that you're  
23 relating to Carole Meisler and -- no, you're  
24 Carole Meisler. I'm sorry. It's getting  
25 late.

1                   This e-mail, July 17, 2012, correct?

2     A     Yes.

3     Q     5:21 p.m. This is your summary of the  
4           conversation that you had with Melissa that  
5           you related in your e-mail to Cheryl Wahl and  
6           to Christina Morrison, correct?

7     A     Yes.

8     Q     You don't have anything that Melissa provided  
9           you in writing or via e-mail that  
10          corroborates this conversation, correct?

11    A     I have the code number for my --

12    Q     You have the code number, but you didn't --

13    A     -- question and her answer.

14    Q     -- ask anybody at CGS for their records tied  
15          to that code number?

16    A     No.

17    Q     And Melissa -- you don't recall her last name  
18          again?

19    A     Correct.

20    Q     -- never sent you any type of follow-up  
21          e-mail or correspondence corroborating what  
22          she told you on the phone call, correct?

23    A     I don't recall.

24    Q     When you reported what Melissa told you to  
25          Cheryl Wahl and to Christina Morrison, you



1           assumed that Melissa was being truthful with  
2           you, correct?

3    A    Yes.

4    Q    If you felt that Melissa was wrong in some  
5           way you would not have forwarded that  
6           information on to Cheryl Wahl and Christina  
7           Morrison, correct?

8    A    Correct.

9    Q    So do you recall any other phone  
10          conversations or communications with anyone  
11          at CGS, other than what we have talked about  
12          so far -- I don't want to keep repeating old  
13          ground here -- other than what we talked  
14          about so far where they explained to you what  
15          it means to be able to directly contact the  
16          physician?

17   A    So I talked to Ms. Kim on -- that's 1449 on  
18          July 19 and said -- I said, per Ms. Kim,  
19          there's no problem for UH to use UH telephone  
20          numbers as a contact number in the  
21          application. There is no expectation that  
22          the physician will answer the phone directly.

23   Q    We have talked about that conversation  
24          before, correct? This is not a new  
25          conversation that we haven't talked about

1 earlier; is that correct?

2 A Yes.

3 Q Any other conversations that we have not  
4 talked about already in your deposition for  
5 the past what, two hours -- two and a half  
6 hours where somebody at CGS told you what  
7 their expectation was with respect to being  
8 able to directly contact the provider?

9 A Right. So so far Melissa and Kim told me  
10 there's no expectation to directly contact  
11 the physician.

12 And I am going to continue going  
13 through and see if any other CGS employees  
14 told me there's no requirement to directly  
15 contact the physician.

16 I spoke on 1494 -- page 1494, July 24  
17 at 9:59 a.m. It says, I spoke to the CGS  
18 employee, referring to Shamekia, about  
19 whether they have to be at that number  
20 directly.

21 Q And we have talked about that conversation  
22 already, haven't we? Or is this a different  
23 conversation with Shamekia?

24 A I don't know if I had more than one with her.

25 Q Are there any verbal or phone conversations

1       you recall having with anybody at CGS that we  
2       have not talked about today or that is not  
3       referenced in Exhibit 16?

4     A    It says here, number 1503, Hello, Victoria.  
5       I spoke to Shamekia's supervisor. The CGS  
6       supervisor directed the following be done in  
7       order to prevent delay that is occurring in  
8       this process, both for UHSP and CGS.  
9       Shamekia will be calling you in 15 minutes.  
10      She will ask you if the provider can be  
11      reached at the telephone number on the  
12      application. Per the supervisor, tell  
13      Shamekia that the provider will not pick up  
14      the telephone, but as part of your job  
15      description, you will get any message to him  
16      or her, that you will contact the provider  
17      for CGS as part of your job.

18     Q    Is this a new conversation that we haven't  
19      talked about yet today?

20     A    I don't remember.

21     Q    Do you remember the name of Shamekia's  
22      supervisor?

23     A    I don't remember it, but I'll go through here  
24      to see if I mentioned her.

25                           MS. KAMINSKI:       You might want

Deposition of Carole Meisler, taken May 29, 2014

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1 to look at your chart. It might be quicker.

2 Because your chart refers to Paula right  
3 after Shamekia. Might help you identify it.

4 MR. HERRON: Swear the  
5 attorney in, I'm going to put her under oath.

6 Q Do you recall talking to Paula Patti?

7 A I remember today, when I was looking at this,  
8 seeing that name, but I can't find it. Do  
9 you know what page it's on?

10 Q I am looking at your chart, which is what  
11 Ms. Kaminski just pointed -- referenced you  
12 to.

13 A Can anybody else find it?

14 Q 1435. This is the last page of your chart.  
15 Do you recall talking to Paula Patti?

16 MS. KAMINSKI: Did you look  
17 at your chart?

18 THE WITNESS: Yeah. But  
19 there's no number.

20 Q Do you recall talking to Paula Patti?

21 MS. KAMINSKI: It says  
22 Meisler called CGS --

23 THE WITNESS: Yeah, but  
24 there's no number on the chart.

25 Q Ma'am, simple question. Do you recall

1 talking to Paula Patti?

2 A I remember reading it here that I talked to  
3 her.

4 Q But do you have independent recollection of  
5 having a phone conversation with Paula Patti?

6 A No.

7 Q So you can't tell us today what was  
8 discussed?

9 A It's in here. Just let me -- I remember  
10 reading it.

11 Q I'll tell you what, you find it and I'm going  
12 to take five minutes.

13 (Recess from 4:06 p.m. to 4:10 p.m. )

14 A Number 1504, July 24, 12:25 p.m. In an  
15 e-mail from me to Cheryl Wahl and to Steve  
16 Riddle, Christina Morrison, and Sheryl  
17 Johnson, I say, Victoria is causing financial  
18 harm to both CGS and UHPS by creating  
19 unnecessary delay in the processing of form  
20 8551.

21 She places her telephone number in the  
22 application as the contact number.

23 CGS calls Victoria's number as part of  
24 their process and asks if the physician can  
25 be reached at this telephone number.

1 Victoria answers, no, they cannot be  
2 reached at this number.

3 Per Shamekia's supervisor, Paula  
4 Patti, Patti suspects, after reviewing the  
5 e-mails between her employee and Victoria,  
6 that Victoria is telling Shamekia that UHPS  
7 has instructed Victoria to give the wrong  
8 information to CGS.

9 At that point, the process stops and  
10 the delay begins.

11 The CGS employee must then produce a  
12 letter to Victoria confirming that the  
13 information on the application is incorrect.

14 The CGS employees are creating and  
15 mailing letters to Victoria, which is an  
16 inefficiency for them to have to create; cost  
17 of time, paper, ink, and a redundancy.

18 Victoria gets the letter and tells  
19 Sheryl and Steve that she is getting multiple  
20 rejections because of the UHPS process.

21 This delays the processing of the form  
22 and possible delays in payment.

23 There may be other costs. I am on my  
24 way to the MSC for the department meeting.

25 Q So this is an e-mail from you to Cheryl Wahl,

1 Steve Riddle, Christina Morrison, Sheryl  
2 Johnson on July 24, 2012 at 12:25 p.m.,  
3 correct?

4 A Correct.

5 Q In that e-mail, you're actually responding to  
6 an e-mail earlier from Cheryl Wahl asking you  
7 how Victoria Johnson is allegedly causing  
8 financial harm, correct?

9 A Correct.

10 Q Do you recall what date it was that you had  
11 the conversation with Paula Patti?

12 A The 24th. Because that's what it says here.

13 Q That's what it says there in the e-mail that  
14 you were reading from, correct?

15 A Yeah. But if you look at the other e-mail  
16 that I spoke to Shamekia, that was also on  
17 the 24th.

18 Q Do you recall any other conversations you had  
19 with Paula Patti, other than what you  
20 summarized in the e-mail that you sent to  
21 Cheryl Wahl and the others on July 24, 2012  
22 at 12:25 p.m.?

23 A I don't recall.

24 Q Do you recall receiving anything, either in  
25 e-mail or other form of correspondence, from

1 Paula Patti --

2 A I don't remember.

3 Q -- regarding any of the things that you and  
4 her discussed?

5 A I don't recall.

6 Q So have we now covered all phone  
7 conversations that you recall having?

8 A Yes, according to Exhibit 16.

9 Q So am I correct that you recall having four  
10 phone conversations?

11 A Yes, as of this Exhibit 16.

12 Q As we sit here today, you don't recall having  
13 any other conversations, other than the four  
14 that we have been talking about for the past  
15 few hours?

16 A No.

17 Q Now, I know you testified at the outset that  
18 you have a JD, right?

19 A Correct.

20 Q And you're a licensed attorney, at least down  
21 in the State of Florida. You know how to do  
22 legal research, correct?

23 A No.

24 Q You don't? Well, maybe that's just for those  
25 of us who practice law.



1                   Do you know how to find administrative  
2           regulations that are enacted by government  
3           agencies?

4    A    I Google it.

5    Q    You know how to find the Code of Federal  
6           Regulations?

7    A    I Google it.

8    Q    You know how to find the United States Code?

9    A    I Google it.

10   Q   Did you Google any of the regulations enacted  
11       by the US Department of Health and Human  
12       Services or the Center for Medicare and  
13       Medicaid Services regarding what the  
14       requirements were for completing the provider  
15       enrollment application for those providers  
16       who want to be able to provide services to  
17       Medicare and Medicaid patients?

18   A    I don't recall, but I remember in this  
19       Exhibit 16 that I said I went online and  
20       looked up a form.

21   Q    You looked up the application form, I think  
22       is what you testified, right?

23   A    I don't remember exactly what it was.

24   Q    Did you undertake any other steps to verify  
25       any of the information that you had been

1 provided by anybody that you spoke to at CGS?

2 A I don't remember.

3 Q For the moment, just answer this question yes  
4 or no or I don't remember. Any of the three  
5 is acceptable.

6 University Hospitals has a law  
7 department, a corporate legal department,  
8 right?

9 A Correct.

10 Q Did you seek any advice or information from  
11 the corporate legal department at University  
12 Hospitals as to what the proper way of  
13 completing that provider enrollment form was?

14 A I don't recall.

15 Q Fair enough. Other than this issue that  
16 Victoria Johnson brought up on these provider  
17 enrollment applications, had you ever had  
18 occasion to conduct any type of  
19 investigation -- well, investigation may not  
20 be the right word, but inquiry into how to  
21 comply with Medicare and Medicaid  
22 regulations?

23 A I don't recall.

24 Q Other than the five years that you were in  
25 compliance at University Hospitals, what

1 other employment, if any, have you had where  
2 you served in that same type of role as  
3 compliance?

4 A None.

5 Q What did you do prior to UH?

6 A I was a nurse educator.

7 Q How long were you a nurse educator?

8 A Four years.

9 Q Where at?

10 A Candlewood Park.

11 Q Where is that located?

12 A East Cleveland.

13 Q You have never served in a compliance-type  
14 position prior to starting at UH?

15 A No.

16 Q What type of training did you receive in  
17 order to serve in the position where you were  
18 compliance officer?

19 A It was required, I think, to be a Registered  
20 Nurse. I don't remember the other  
21 requirements.

22 Q Did it require any type of legal training?

23 A No.

24 Q Did your position require you to have any  
25 prior experience dealing with Medicare or

1 Medicaid regulations or how to interpret or  
2 implement them or ensure that they were being  
3 complied with?

4 A I don't remember.

5 Q We have talked about this issue that came up,  
6 but what other types of tasks would you have  
7 to do on -- or did you do on a regular basis  
8 with respect to compliance?

9 A I answered hotline calls.

10 Q Hotline calls coming from who?

11 A Compliance hotline. Anyone.

12 Q Did you have occasion, other than this issue  
13 that Victoria Johnson raised, in having to  
14 research what Medicare and Medicaid  
15 requirements required?

16 A I don't remember.

17 Q Did you receive any special training at any  
18 point as to Medicare and Medicaid  
19 regulations?

20 A I remember attending education, but  
21 specifically, I don't remember when or what  
22 was said.

23 Q Was it education dealing with Medicare and  
24 Medicaid?

25 A I don't think it was specifically Medicare

1 and Medicaid, but it had to do with our  
2 policies and procedures that may include  
3 things that have to do with Medicaid and  
4 Medicare.

5 Q Just a few more questions and I think we'll  
6 get you out of here before tomorrow.

7 In the event that -- this may be  
8 hypothetical, but in the event that  
9 University Hospitals' policies and procedures  
10 are in conflict with what the rules are that  
11 have been set by either the Department of  
12 Health and Human Services or the Center for  
13 Medicare and Medicaid Services, if there's a  
14 conflict between them, UH and those agencies,  
15 what governs? What controls?

16 A I would send that to Cheryl Wahl.

17 Q Do you think that the government rules would  
18 prevail over -- well, the rules that the  
19 government sets would prevail over the  
20 internal rules that UH wants to set?

21 A I would not know how to interpret all of  
22 that, so it would go to Cheryl Wahl.

23 Q If you were confronted with a situation where  
24 your understanding of what UH policy was was  
25 in contradiction with what your understanding

1 of the government policy was, what would you  
2 do?

3 A Send it to Cheryl Wahl.

4 Q Have you been asked at any point, even  
5 recently, to sign any type of affidavit  
6 regarding the steps you took to investigate  
7 this issue, any type of affidavit that you  
8 have been asked to sign or what's called a  
9 declaration under penalty of perjury,  
10 anything like that, any statements that you  
11 signed?

12 A No.

13 Q Have you had any, prior to today, meetings or  
14 conversations with the attorneys for the  
15 hospital about this case?

16 A I spoke to Doni. He called me and he told me  
17 that I was going to get subpoenaed.

18 Q When did he have that conversation with you?

19 A I don't remember.

20 Q Last week, last month?

21 A I don't remember.

22 Q Any other conversations with the hospital's  
23 attorneys?

24 A No.

25 Q Is there anything else that you recall

1        regarding your investigation into the issue  
2        regarding how to complete these provider  
3        enrollment applications or the contact number  
4        to be used, is there anything else you recall  
5        about that that we have not talked about  
6        today?

7        A    No.    Just what's in this Exhibit 16.

8        Q    So you have testified -- in response to my  
9        questions, you have testified to the best of  
10       your recollection?

11       A    That I recall, yes.

12       Q    So there's nothing that you recall that you  
13       haven't told me today?

14       A    About what's in Exhibit 16?

15       Q    About anything having to do with this issue  
16       with Victoria Johnson and provider enrollment  
17       application.

18                You have testified -- in response to  
19       my questions, you have told me everything you  
20       recall, correct?    You're not holding anything  
21       back on me?

22       A    All the questions you have asked me, I have  
23       answered them honestly.

24       Q    And completely, right?    That's what I'm  
25       getting at --

1 A Yes. Well...

2 Q -- that there's nothing that you are holding  
3 back from me?

4 A Well, I have answered all your questions  
5 honestly.

6 MR. HERRON: I have nothing  
7 further for you then.

8 MS. KAMINSKI: I have just a  
9 few questions for you.

10 MR. HERRON: Which is  
11 usually an understatement.

12 - - - - -

13 EXAMINATION OF CAROLE MEISLER

14 BY MS. KAMINSKI:

15 Q This took place quite a while ago, this  
16 investigation of Ms. Johnson, correct?

17 A It looks like it took place almost two years  
18 ago.

19 Q Right. And how many investigations would you  
20 say you did over the course of your time at  
21 UH?

22 A I have no idea.

23 Q Thousands?

24 A I have no idea. I never counted. I don't  
25 know. Many.



1 Q We can agree on lots?

2 A Many.

3 Q And you did this investigation rather  
4 quickly?

5 A I don't remember.

6 Q Well, it looks like the first thing you did,  
7 according to your chart, was on 7/17/2012 and  
8 by 7/24 you were done with it. Would you  
9 agree with that?

10 A Okay. So 7/24, that's the last e-mail that I  
11 sent?

12 Q Yes.

13 A And 7/17, I put together -- I put that in  
14 there. What is your question?

15 Q That this investigation was very quick, it  
16 took you seven days. You were involved in  
17 this matter for seven days?

18 A Oh. When was the first time I was called  
19 into the investigation?

20 Q No. It looks to me that you were involved in  
21 this matter from 7/17/2012 until 7/24/2012?

22 A I don't remember. I don't remember. Let's  
23 see. The 17th. July 17. Yeah, looks like  
24 it started on July 17.

25 Q And the last thing that you have, at least

1           according to your summary of what you did,  
2           took place on 7/24/2012?

3    A    Yes.  That's in this exhibit.

4    Q    And the chart, that is the first three pages  
5           of Exhibit Wahl 16, that's a chart that you  
6           prepared, correct?

7    A    Yes, this chart, I created it.

8    Q    The e-mails where you're communicating with  
9           people, you did that on the dates that is  
10          represented in the e-mail, correct?

11   A    Yes.

12   Q    At that time, when you were writing e-mails,  
13          you knew more than you know as you're sitting  
14          here today, would you agree, about this  
15          matter?

16   A    Yes.

17   Q    And the facts were fresh in your mind at the  
18          time you were writing the e-mails; is that  
19          correct?

20   A    Yes.

21   Q    From your reading today -- because I know you  
22          read all of them very carefully -- would you  
23          say that the e-mails accurately reflect what  
24          you did during the course of your  
25          investigation?

1 A Yes, from what I recall, but I don't remember  
2 it that much because it was over two years  
3 ago.

4 Q So your best memory really is in Exhibit 16,  
5 correct?

6 A Yes, this is my entire memory, Exhibit 16.

7 Q At the time when you wrote each one of these  
8 e-mails, you would have written it  
9 accurately, correct?

10 A Yes.

11 Q And when you did the chart, your goal was to  
12 be as accurate as possible, correct?

13 A Yes.

14 Q And when you did the chart, it was close in  
15 time to the time that purports to represent;  
16 therefore, what I'm saying is that you did it  
17 fairly close in time to 7/24/2012?

18 A I don't remember.

19 Q You don't know when you did the chart?

20 A I don't remember.

21 Q It was certainly closer in time than today?

22 A Yes.

23 Q You don't have anyplace in your chart where  
24 you indicate you don't remember what  
25 happened?

1 A No.

2 Q And you wouldn't have put an entry into the  
3 chart where you didn't remember what was  
4 happening? You wouldn't have put an entry in  
5 there that you didn't at the time know was  
6 true, right?

7 A Correct.

8 Q So at the time you put an entry into the  
9 chart, you knew it was right?

10 A Correct.

11 Q So, for instance, when we were talking about  
12 Paula Patti, when you wrote in your chart and  
13 you wrote in your e-mail that you talked to  
14 Paula Patti, you would have written that at a  
15 time when you remembered that's who you  
16 talked to?

17 A I would have put it in this chart at that  
18 time based on what was going on at that time.

19 Q Right. And what I'm saying is, you didn't  
20 just make up a name, Paula Patti, and put it  
21 in your chart?

22 A No.

23 Q Because you would have at the time remembered  
24 that you talked to Paula Patti?

25 A Yes.

1 Q And was there anything -- I know we talked  
2 about all the e-mails that you saw that you  
3 thought was not correct.

4 Is there anything in your chart, as  
5 you read through your chart, that struck you  
6 as not being correct?

7 A Everything I wrote at the time would have  
8 been what I believed was correct.

9 Q In the building that you worked, were there  
10 people that were sleeping in the lobby  
11 periodically?

12 A Oh, I don't know.

13 Q You don't know?

14 A I don't remember, no.

15 Q Do you remember if there were people sleeping  
16 in their cubicles?

17 A I don't remember.

18 Q Did you sleep during your work hours?

19 A No.

20 Q Was it standard policy at UH to sleep during  
21 your work hours?

22 MR. HERRON: Objection to  
23 the term standard policy. Go ahead.

24 A Standard -- so was there a policy and  
25 procedure on sleeping during the workday? I

1 don't know.

2 Q So you don't know if you saw people sleeping  
3 at their cubbies?

4 A I don't recall.

5 Q Let me just ask you one more thing about  
6 that. Would that indicate to you that they  
7 were not sleeping; because if you would have  
8 walked by somebody in a workstation and they  
9 were sleeping, that would have called your  
10 attention to them?

11 MR. HERRON: Objection.

12 A If I saw someone with their head down, I  
13 would be concerned, as a nurse, and I would  
14 say, are you okay, can I help you.

15 Q So you weren't walking by five or 10 people  
16 with their heads down on a daily basis?

17 A I do not recall anything like that. I do  
18 recall when people were maybe ill.

19 Q But other than that?

20 A But that would be it. Somebody who was  
21 laying their head down, if I said, can I help  
22 you and they would say, I feel nauseous or  
23 something like that.

24 Q When you were asked by Cheryl Wahl to look  
25 into this issue with the telephone number,

1 did anybody approach you, anybody at all,  
2 Cheryl Wahl or anybody, and tell you that  
3 they had a goal of getting Johnson out of UH?

4 A No.

5 Q Did you get a sense that there was somebody  
6 out to get Johnson?

7 A No.

8 Q Were you ever aware that she had made a  
9 complaint about a gentleman that sat by her  
10 and was inappropriately touching himself?

11 A I recall a conversation that began about a  
12 sexual -- potential sexual thing and I  
13 remember saying, this has nothing to do with  
14 me, I'm walking away.

15 Q Was that when you were doing this  
16 investigation?

17 A I don't remember.

18 Q Was that with Victoria Johnson?

19 A Was I talking to Victoria Johnson?

20 Q Right.

21 A No.

22 Q Do you remember who was talking?

23 A Tina Morrison.

24 Q Anybody else?

25 A I don't recall anyone else.

1 Q So did that play any role in your  
2 investigation?

3 A No.

4 Q Did it seem to you that Tina Morrison was out  
5 to get Victoria Johnson?

6 A No.

7 Q How about Cheryl Wahl; did you have any idea  
8 that she had any ax to grind with Victoria?

9 A No.

10 Q Did you become frustrated with Victoria  
11 during the course of your encounters with  
12 respect to these phone calls?

13 A Yes.

14 Q Tell me about that.

15 A I had thought it was settled. Because she  
16 told me who she talked to, and I called that  
17 person and I went back to her and I said --  
18 I'm going by this 16 -- Exhibit 16 that I  
19 just read. And when I would tell her what I  
20 had discovered in how she doesn't have to  
21 worry, she would come back with something  
22 that -- for example, when she came back and  
23 she said she's going to put the providers'  
24 numbers, their direct numbers on the forms, I  
25 said why.



1 Q Right.

2 A Because I couldn't understand why -- I  
3 thought I was so clear. So I did get  
4 frustrated because I thought I was very clear  
5 that -- I called CGS, I spoke to the same  
6 people you did, and they said we were  
7 doing -- that we were fine, that our  
8 processes were fine.

9 Q And let me ask you this: If your processes  
10 were not fine, you would have wanted to find  
11 that out, wouldn't you have?

12 A Absolutely.

13 Q Because that was part of your job. UH's goal  
14 was not to violate rules or regulations, was  
15 it?

16 A No.

17 Q So you were glad that Victoria brought this  
18 to your attention?

19 A Yes. And I thanked her.

20 Q And if they had been doing it wrong, you  
21 would have wanted to know about that and get  
22 it corrected, right?

23 A I would have -- I would have dug my heels in  
24 and said, we're doing it wrong, our processes  
25 I think have to change. I would have given

1           that to Cheryl Wahl and -- for them to  
2           resolve.

3       Q   And that was really your position, was to  
4           find if there was a problem and get it  
5           resolved, right?

6       A   Correct.

7       Q   And in your position you rely on the  
8           employees to report things, right?

9       A   Yes.

10      Q   So when you're there, it's not uncommon that  
11          employees are reporting things?

12      A   Yes.

13      Q   Now, what you did is you talked to the people  
14          at CGS. Did you feel comfortable that you  
15          were talking to somebody with supervisory  
16          capacity?

17      A   Yes.

18      Q   And did you feel comfortable that they knew  
19          what you were asking?

20      A   Yes.

21      Q   And you understood, didn't you, that  
22          Victoria's problem was that she thought by  
23          saying that you could directly contact the  
24          physician, that that was a lie because she  
25          wasn't in the same office as the physician?

1 A Yes. She was concerned that -- she didn't  
2 want to lie to these people on this form, and  
3 she was very concerned that she would not do  
4 something that was immoral or unethical.

5 Q And bravo to her.

6 A Correct.

7 Q And when you talked to CGS, you explained  
8 exactly what UH did, right?

9 A Yes.

10 Q You explained that it was a provider service,  
11 right?

12 A Correct.

13 Q And that the physicians had other offices,  
14 other places on your campus or in your  
15 network?

16 A Correct.

17 Q And that the number that was being put down  
18 is the person that fills out the application.  
19 And that if they ever want to actually  
20 contact the doctor, that that person could  
21 take a message and then go call the doctor,  
22 right?

23 A Yes. And I told CGS that if you or anyone  
24 needs to get ahold of a doctor, we will do  
25 that immediately. We will not delay getting

1           ahold of a doctor if somebody wants a doctor.

2       Q     But they knew you were part of a service, an  
3           integrated service that filled out these  
4           forms for the physicians?

5       A     Yes. I explained that I work for UHPS, which  
6           was a physician services organization that  
7           managed physicians and all the paperwork.  
8           And that's what our job was, to be efficient  
9           and not be redundant, so that paperwork would  
10          be filled out and the physicians' time would  
11          not be -- that's what we were paid to do, to  
12          fill out the paperwork for the physicians.

13                   MS. KAMINSKI:     I don't have  
14           anything else.

15                   MR. HERRON:       Well, you have  
16           now opened up some more doors for me.

17                               - - - - -

18           FURTHER EXAMINATION OF CAROLE MEISLER

19       BY MR. HERRON:

20       Q     Sorry, we have to keep you here a little  
21           longer. I may have asked you this earlier.

22                   You have now related a lot of  
23           substance of conversations you claimed you  
24           had with CGS personnel, that these  
25           conversations occurred two years ago, and

1        your memory was much better then than it is  
2        as we sit here today, end of May 2014.

3                Did you keep any notes of the  
4        substance of your conversations that you had  
5        with CGS, to any person at CGS, other than  
6        what you summarized in various e-mails that  
7        are included in Exhibit 16?

8        A    No.

9        Q    You were asked some questions about whether  
10       or not you saw other people sleeping in the  
11       building that you worked at. You recall  
12       those questions just a few minutes ago?

13       A    Yes.

14       Q    You and Victoria Johnson worked in the same  
15       building?

16       A    Correct.

17       Q    Same floor?

18       A    Correct.

19       Q    Was her cubicle located inside an office or  
20       was it just an open area of the building?

21       A    It was an open area.

22       Q    Where was your office relative to hers?

23       A    Not near her.

24       Q    What floor were you guys on?

25       A    Second.

1 Q You would take an elevator up to the second  
2 floor when you get in?

3 A Yes.

4 Q Or walk the stairs?

5 A You know what, I don't remember the floor. I  
6 think it was the second.

7 Q Okay. Well, I don't care what floor it was.

8 A But there were three floors.

9 Q That's fine.

10 A I don't really remember what floor I was on.

11 Q I don't care if you guys were in the basement  
12 or the penthouse.

13 You'd come into the building and you'd  
14 go to your floor --

15 A Correct.

16 Q -- to go to your office?

17 A Correct.

18 Q When you went to your office, did you walk  
19 through the office or the area that Victoria  
20 was in?

21 A No.

22 Q So you wouldn't walk -- if you're going to  
23 and from your office, you wouldn't  
24 necessarily walk past Victoria?

25 A No.

1 Q How often would you be in Victoria's area,  
2 the area where Victoria's cubicle was  
3 located?

4 A Rarely.

5 Q Once a day?

6 A I don't remember.

7 Q Less than once a day?

8 A It was rarely.

9 Q We went through who your bosses were, Cheryl  
10 and two doctors, over a period of time,  
11 right? You recall that at the beginning of  
12 the depo?

13 A Yes.

14 Q Who were Victoria Johnson's bosses?

15 A Sheryl Johnson.

16 Q Did you report directly to Sheryl Johnson?

17 A No.

18 Q Did Sheryl Johnson have any supervisory  
19 authority over you?

20 A No.

21 Q Sheryl Johnson reports to Mr. Riddle,  
22 correct?

23 A Yes.

24 Q And Mr. Riddle would also be considered  
25 Victoria Johnson's boss then, correct? Not

1 her direct boss, but --

2 A Yes.

3 Q -- her boss's boss. Did you report to  
4 Mr. Riddle at all?

5 A No.

6 Q Did he have any supervisory responsibility at  
7 all over you?

8 A No.

9 Q Mr. Riddle and Sheryl Johnson would have the  
10 right to enact their own policies and  
11 procedures for their own personnel, correct,  
12 people that reported to them?

13 A Yes.

14 Q And you wouldn't necessarily be subject to  
15 those?

16 A No.

17 Q You wouldn't necessarily even be aware of  
18 whatever procedures they would enact for  
19 their staff; is that correct?

20 A Policies -- I wouldn't say policies and  
21 procedures. I would say processes, because I  
22 am unaware if they did any policies and  
23 procedures. They may have had processes.

24 Q My point is, if they wanted to enact rules  
25 just for their direct staff that reported to



1           them, you wouldn't necessarily be privy to  
2           that because you wouldn't be subject to it,  
3           correct?

4    A    Correct.

5    Q    Now, when you were relating, again -- I think  
6           you said that you were glad that Victoria  
7           Johnson had brought this matter forward?

8    A    Correct.

9    Q    And you thanked her for doing it?

10   A    Correct.

11   Q    And your role in all of this was to find out  
12          whether or not it was proper for Victoria to  
13          use her desk number as a contact number to be  
14          submitted on these forms, correct?

15   A    You know what, I don't remember if she was  
16          told to use her personal telephone number.  
17          Was that in this Exhibit 16?

18   Q    Well, let's not worry about whether it was  
19          her personal number or not. She was  
20          instructed to use a number, correct, and what  
21          you were looking into was whether or not it  
22          was proper for her to be instructed to use  
23          that number, correct?

24   A    Yeah, but I don't know what number it was.

25   Q    That's fine. I don't care. And you made a

1 determination that it was proper for UH to  
2 require her to use whatever that number was  
3 on those applications, right?

4 A No. I talked to the company that was  
5 handling the forms. From here, it shows that  
6 I -- I talked to them and they -- and I told  
7 them who we were. And they said that the  
8 purpose of the contact number is that they  
9 need to be able to verify information on this  
10 form.

11 Q You're getting exactly to the point I'm  
12 trying to get at.

13 The information that you relied upon  
14 was the information that you received in  
15 these phone conversations with CGS personnel  
16 that we have been spending the better part of  
17 this afternoon talking about, correct?

18 A Correct. I relied on CGS to tell me how to  
19 fill out the form.

20 Q And as far as you're concerned, everything  
21 that CGS told you was truthful and accurate,  
22 correct?

23 A I don't know if they said everything  
24 truthfully and accurately. It made sense  
25 what they said.

1 Q But if you had felt that CGS was wrong, you  
2 would have not have informed Cheryl Wahl and  
3 Victoria Johnson that it was okay to use  
4 whatever that number was that she was being  
5 told to use, correct?

6 A If I thought they were wrong, if I talked to  
7 them and they gave me what I considered  
8 misinformation, I would not give that to  
9 Cheryl Wahl.

10 Q And other than talking to various personnel  
11 at CGS and looking up the application form  
12 online, you didn't do anything else to  
13 corroborate or verify anything that the CGS  
14 personnel told you; is that correct?

15 A I don't recall.

16 MR. HERRON: Thank you.  
17 Can we let her go?

18 MS. KAMINSKI: Yes, we can  
19 let her go.

20 (Deposition adjourned at 4:44 p.m.)

21

22

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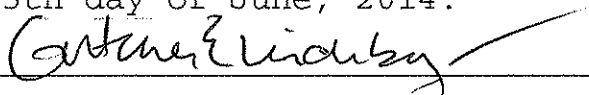
25

1 THE STATE OF OHIO, ) SS:  
COUNTY OF CUYAHOGA. )

2  
3 I, Gretchen E. Windenburg, a Notary Public  
4 within and for the State of Ohio, duly  
5 commissioned and qualified, do hereby certify  
6 that CAROLE MEISLER, was first duly sworn to  
7 testify the truth, the whole truth and nothing  
8 but the truth in the cause aforesaid; that the  
9 testimony then given by her was by me reduced to  
10 stenotype in the presence of said witness,  
11 afterwards transcribed on a computer/printer, and  
12 that the foregoing is a true and correct  
13 transcript of the testimony so given by her, as  
14 aforesaid.

15 I do further certify that this deposition  
16 was taken at the time and place in the foregoing  
17 caption specified. I do further certify that I  
18 am not a relative, counsel or attorney of either  
19 party, or otherwise interested in the event of  
20 this action.

21 IN WITNESS WHEREOF, I have hereunto set my  
22 hand and affixed my seal of office at Cleveland,  
23 Ohio, on this 5th day of June, 2014.

24   
Gretchen E. Windenburg, Notary Public  
25 within and for the State of Ohio  
My Commission expires March 15, 2015.

Deposition of Carole Meisler, taken May 29, 2014

Page 93

1 STATE OF \_\_\_\_\_)  
2 ) SS:

3 COUNTY OF \_\_\_\_\_)  
4

5 Before me, a Notary Public in and for said  
6 state and county, personally appeared the  
7 above-named CAROLE MEISLER, who acknowledges that  
8 she did sign the foregoing transcript and that  
9 the same is a true and correct transcript of the  
10 testimony so given.

11 IN TESTIMONY WHEREOF, I have hereunto  
12 affixed my name and official seal at  
13 \_\_\_\_\_this \_\_\_\_\_day of  
14 \_\_\_\_\_, 2014.

15

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\_\_\_\_\_  
CAROLE MEISLER

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\_\_\_\_\_  
Notary Public

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23 My Commission expires: \_\_\_\_\_

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Deposition of Carole Meisler, taken May 29, 2014

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1 DEPOSITION ERRATA SHEET

2 Page No. \_\_\_\_\_ Line No. \_\_\_\_\_ Change to: \_\_\_\_\_

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24 CAROLE MEISLER

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Deposition of Carole Meisler, taken May 29, 2014

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CAROLE MEISLER

## Meisler Report re Victoria Johnson and Compliance

Date	Time	Event	Document # See attached	Summary
7/17/2012	15:48	Wahl email to Morrison/ Meisler re Victoria emailed compliant to Cheryl	1	Victoria stated that UHPS practice of putting its contact telephone number as the physician's contact number on the application form CMS-8551 is "lying" and "unethical."
7/17/2012	17:21	Meisler called CGS, per Wahl's direction, to discover if UHPS was completing the form 8551 correctly	2	Meisler reviewed the Application CMS 8551 Section 2 B. with which Victoria took issue and realized that CMS/ CGS would not expect a contact number to be answered by a physician, thus taking them away from patient care. Meisler called CGS (Cigna Government Services)- Spoke to Melissa (question given Ref # 9012199398320) and asked what was the purpose of the contact number on the physician application. Per Melissa, there is no expectation the physician will answer - the expectation is that physician can be contacted via that number, that messages will be forwarded.
7/17/2012	18:53	Meisler emailed Victoria re her emailed compliance complaint	3	Meisler thanked Victoria for contacting compliance and explained that CGS did not expect the physician's to answer the call and CGS understood that messages would be forwarded to the doctor at the contact telephone #
7/19/2012	15:09	Victoria's counter to Meisler's 07/17/2012 advice	4	Victoria sent an email disagreeing with Meisler and forwarded an email from Ms. Kim, Provider Enrollment Specialist, CGS to support Victoria's position that UHPS inappropriately directed Victoria to say "yes" to CGS when asked if the provider could be reached directly.
7/19/2012	14:58	Meisler f/u re Victoria's continued concerns	5	Meisler contacted Ms. Kim, explaining Victoria's concern that she is "lying" to CGS when she answers "yes" regarding whether the physician can be contacted at the Contact Telephone number on the Application. I reviewed with Ms. Kim that the physicians are employees, the employee works for UHHS - an Integrated Health Care Delivery System, Victoria works for UHPS, UHHS, as a Provider Enrollment Specialist and it is her job to assist the processing of the application on behalf of the physician. Per Ms Kim, CGS understands that in large organizations, the employed physicians are assisted in this process by their employer in order for the physicians to concentrate on patient care. Ms Kim offered the example of a large hospital System providing the contact telephone number of the Main Hospital Operator, who then confirms the physician is on staff at the hospital and can be contacted via the Operator.

UHPS-JOHNSON 1433

PLAINTIFF'S  
EXHIBIT

160

WAHL



## Meisler Report re Victoria Johnson and Compliance

7/20/2012	8:45 AM	Victoria's response to my email Doc #5		Meisler questioned Victoria - why would she direct physicians to fill out their own forms.
7/20/2012	10:10	Emails exchange between Meisler and Victoria		Meisler response to Victoria to follow the Dept's Processes re the application - Victoria asking Meisler to notify Mgr Riddle that Dept should be placing its telephone on the application. In addition, Victoria confirms that she was directed by Ms. Kim that the provider does not have to directly answer the phone, only needs to be reached via the telephone number
7/20/2012	10:58	Emails between Cheryl and Meisler-		Meisler attending a Meetingplace and answering Victoria's via emails- Cheryl's recommend Meisler call Victoria.
7/20/2012	10:49	Victoria emails Cheryl, Riddle, S. Johnson- leaving Meisler out		Victoria asking Steve which number she should use - that the number she was told to use is "not valid number" because the providers, in her opinion, are located at main campus (untrue).
7/20/2012	11:00	Meisler gave background on Victoria to Cheryl		Told Jen Coleman the hx of this ee
7/20/2012	11:20	Emails between Cheryl and Meisler-		Meisler suggested (tongue-in-cheek-) Victoria had resigned effectively when she stated "I no longer want to participate..." in her job's required process. Meisler then stated belief that Victoria was insubordinate, attempting to reel-in CGS to help her discredit UHPS business process.
<b>REDACTED - ATTORNEY-CLIENT PRIVILEGE</b>				
7/20/2012	16:00	Wahl and Meisler created letter for Victoria	NA	Need address- Cannot get it from Tina until Monday
7/23/2012	16:00	Janine Dipko, Assistant to Meisler- hand-delivered letter to Victoria		Letter form Cheryl

## Meisler Report re Victoria Johnson and Compliance

7/24/2012	8:56	Emails from Morrison/ Riddle/ Victoria	14	
7/24/2012	9:59	Email from Meisler to Riddle/ Morrison/Wahl	15	Meisler spoke to CGS employee Shamikia McLaughlin who stated that Victoria reported to her that the physician cannot be reached at the telephone number on the application- Meisler explained that a message can be sent to the physician. Asked for Supervisor to determine if CGS employees info that UHPS processes are OK can be confirmed by a supervisor.
7/24/2012	10:00	Meisler called CGS supervisor Paula Patti	NA	Per Paula- UHPS processes are fine- Paula recommended - if Victoria does not want to say that the provider can be reached at the number on the application, in order to avoid further delay, Victoria can tell the CGS employee that while it is not the provider's direct line - it is her job to get any message to the physician.
7/24/2012	10:14	Email from Meisler to Victoria	16	Email to Victoria on how she can tell the CGS employee the "truth" and let them know that her job is to give CGS messages to the physician..
7/24/2012	12:25	Email from Meisler to Riddle/ Morrison/Wahl	17	Meisler analysis of financial harm caused by Victoria not following her depts. instruction.

①

**Meisler, Carole**

---

**From:** Wahl, Cheryl

**Sent:** Tuesday, July 17, 2012 3:48 PM

**To:** Morrison, Christina; Meisler, Carole

**Subject:** FW: Medicare Applications

Tina —

Let's discuss. Please call me or Carole when you have a chance. Thanks.

CFW

---

**From:** Johnson, Victoria

**Sent:** Tuesday, July 17, 2012 7:58 AM

**To:** Wahl, Cheryl

**Subject:** FW: Medicare Applications

FYI

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Johnson, Victoria

**Sent:** Monday, July 16, 2012 2:37 PM

**To:** Riddle, Steve

**Cc:** Morrison, Christina

**Subject:** FW: Medicare Applications

Steve,

Sorry I miss the meeting today, not sure if this issue was resolved today, however this has been an issue that has been brought up at our weekly meetings. While we in these department have been telling CGS that the doctors can be reached at this number although they cannot, and in which I have had reservations about lying since we incorporated this practice, I will not be participating in this unethical practice any longer for moral reasons. This has situation has impose additional stress and in turn affects my performance as it has made me feel that if I don't participate my job is at risk.

Additionally, I had conversations with my family this past weekend about my taking a prescribed medication (stress and antidepressants) in order to deal with the stress that I have endured in this department and they wish me to stop taking the medication as I as always been a healthy person and they are afraid of the side effects and long term use of the medication.

Victoria D. Johnson

7/26/2012

UHPS-JOHNSON 1436

University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

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**From:** Riddle, Steve  
**Sent:** Friday, June 29, 2012 12:14 PM  
**To:** Hasselstrom, Jordan; Johnson, Sheryl L; Barnes, Blanca; Hirter, Barbara; Sohn, Kristine; Johnson, Victoria  
**Subject:** RE: Medicare Applications

Lets make sure everyone who answers the phone...specifically for the MP billing services line that they recognize the area code(s) and answer the phone such that it is not determined that we are a billing company

---

**Steve Riddle**  
**Director of Billing Services**  
**University Hospitals Physician Services**  
**(216) 383-6480**  
**(216) 383-6745 Fax**

---

**From:** Hasselstrom, Jordan  
**Sent:** Friday, June 29, 2012 10:35 AM  
**To:** Johnson, Sheryl L; Barnes, Blanca; Hirter, Barbara; Sohn, Kristine; Johnson, Victoria  
**Cc:** Riddle, Steve  
**Subject:** RE: Medicare Applications

Yes and yesterday they called to verify spoke to Monica- confirmed everything then denied the app and said we were a billing company ☹ We both sent her a nice detailed email telling her we were not and haven't heard a thing.

---

**From:** Johnson, Sheryl L  
**Sent:** Friday, June 29, 2012 10:21 AM  
**To:** Barnes, Bianca; Hirter, Barbara; Sohn, Kristine; Johnson, Victoria  
**Cc:** Hasselstrom, Jordan; Riddle, Steve  
**Subject:** Medicare Applications  
**Importance:** High

Good Morning – I just wanted to send this reminder to let everyone know that CGS is **extremely critical** of the applications that are submitted. Bianca had 2 applications returned because the imprinted date in the bottom left hand corner on several of the pages were cut off when they were copied on the printer. I think this is completely ridiculous but this is CGS.

Please review your applications closely when submitting them. Who would have guessed that they would return an application because a date was cut off!

7/26/2012

UHPS-JOHNSON 1437

*Sheryl Johnson*  
*Provider Services Manager*  
*UHPS*  
*24701 Euclid Avenue*  
*Euclid, OH 44117*  
*PH: 216-692-1144*  
*FX: 216-383-6745*

---

7/26/2012

UHPS-JOHNSON 1438

2

**Meisler, Carole**

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**From:** Meisler, Carole  
**Sent:** Tuesday, July 17, 2012 5:21 PM  
**To:** Wahl, Cheryl  
**Cc:** Morrison, Christina  
**Subject:** FW: Medicare Applications  
**Importance:** High  
Hi Cheryl-

I just spoke to CGS, on speaker, with both Tina and Sheryl Johnson present.  
I received an answer from Melissa, CGS Customer Service and the reference code for my question and her answer is # 9012199398320  
Per Melissa, the purpose of the telephone contact number is that they need to be able to verify information on the application form 855.  
Per Melissa, they do not expect to have direct access to the physician.  
They know physicians are busy taking care of patients.  
They need a number to contact someone who will get the info from the physician and report back.  
Melissa gave as an example, when she calls her personal physician she does not expect to reach him directly, but she does expect that he will be contacted for my needs.

I will send Victoria an email (cc to you) - thanking her for letting Compliance know her concern and that I researched it with CGS and was told our practices are compliant.

OK

---

**From:** Wahl, Cheryl  
**Sent:** Tuesday, July 17, 2012 3:48 PM  
**To:** Morrison, Christina; Meisler, Carole  
**Subject:** FW: Medicare Applications

Tina -  
Let's discuss. Please call me or Carole when you have a chance. Thanks.

CFW

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**To:** Wahl, Cheryl  
**Subject:** FW: Medicare Applications

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Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Johnson, Victoria

7/26/2012

UHPS-JOHNSON 1439

**Sent:** Monday, July 16, 2012 2:37 PM  
**To:** Riddle, Steve  
**Cc:** Morrison, Christina  
**Subject:** FW: Medicare Applications

---

Steve,

Sorry I miss the meeting today, not sure if this issue was resolved today, however this has been an issue that has been brought up at our weekly meetings. While we in these department have been telling CGS that the doctors can be reached at this number although they cannot, and in which I have had reservations about lying since we incorporated this practice, I will not be participating in this unethical practice any longer for moral reasons. This has situation has impose additional stress and in turn affects my performance as it has made me feel that if I don't participate my job is at risk.

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**Sent:** Friday, June 29, 2012 12:14 PM  
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Lets make sure everyone who answers the phone...specifically for the MP billing services line that they recognize the area code(s) and answer the phone such that it is not determined that we are a billing company

Steve Riddle  
Director of Billing Services  
University Hospitals Physician Services  
(216) 383-6480  
(216) 383-6745 Fax

---

**From:** Hasselstrom, Jordan  
**Sent:** Friday, June 29, 2012 10:35 AM  
**To:** Johnson, Sheryl L; Barnes, Bianca; Hirter, Barbara; Sohn, Kristine; Johnson, Victoria  
**Cc:** Riddle, Steve

7/26/2012

UHPS-JOHNSON 1440

**Subject:** RE: Medicare Applications

Yes and yesterday they called to verify spoke to Monica confirmed everything then denied the app and said we were a billing company @ We both sent her a nice detailed email telling her we were not and haven't heard a thing.

---

**From:** Johnson, Sheryl L  
**Sent:** Friday, June 29, 2012 10:21 AM  
**To:** Barnes, Bianca; Hirter, Barbara; Sohn, Kristine; Johnson, Victoria  
**Cc:** Hasselstrom, Jordan; Riddle, Steve  
**Subject:** Medicare Applications  
**Importance:** High

Good Morning – I just wanted to send this reminder to let everyone know that CGS is **extremely critical** of the applications that are submitted. Bianca had 2 applications returned because the imprinted date in the bottom left hand corner on several of the pages were cut off when they were copied on the printer. I think this is completely ridiculous but this is CGS.

Please review your applications closely when submitting them. Who would have guessed that they would return an application because a date was cut off!

*Sheryl Johnson  
Provider Services Manager  
UHPS  
24701 Euclid Avenue  
Euclid, OH 44117  
PH: 216-692-1144  
FX: 216-383-6745*

7/26/2012

UHPS-JOHNSON 1441



3

Meisler, Carole

---

**From:** Meisler, Carole  
**Sent:** Tuesday, July 17, 2012 6:50 PM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** Query regarding Form CMS-855R, Section 2: B Correspondence Address  
Hello Victoria-

Thank you for contacting the UH Compliance Department regarding the contact telephone number on Form CMS-855R, Section 2: B. Correspondence Address.

I contacted Cigna Government Services (CGS), the CMS authorized vendor, and inquired if a physician must answer the contact telephone number.

A CGS specialist explained there is no expectation that a physician would answer the contact telephone number.

In fact, the expectation is that a physician would not be answering the contact telephone number and that messages would be forwarded to the physician as needed.

The purpose for the contact telephone number is in order to verify information on the application.

CGS recognizes that often support personnel will be able to handle these queries.

Thank you again for forwarding your concerns and please let me know if you have any other questions.

Carole Meisler  
Local Compliance Officer  
University Hospitals Physician Services  
24701 Euclid Avenue  
Euclid, OH 44117  
Office: 216.692.1971 FAX: 216.383.6738  
carole.meisler@uhhospitals.org

7/26/2012

UHPS-JOHNSON 1442

4

Meisler, Carole

---

**From:** Johnson, Victoria  
**Sent:** Thursday, July 19, 2012 3:09 PM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** FW: Angela Capp, AA (Entry#155807)  
**Attachments:** Entry#155807-Angela Capp, AA.pdf (Attached)  
This confirms my previous email.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop: NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHHospitals.org](mailto:victoria.johnson@UHHospitals.org)

---

**From:** UN.KIM@cgsadmin.com [mailto:UN.KIM@cgsadmin.com]  
**Sent:** Thursday, July 19, 2012 3:01 PM  
**To:** Johnson, Victoria  
**Subject:** Angela Capp, AA (Entry#155807)

Ms. Johnson,

Per our phone conversation, please find attached a letter requesting additional information needed to complete Ms. Capp's Medicare enrollment application. A summary of the requested information is also listed below.

You may access the Medicare enrollment application and certification pages from the CMS website at [www.cms.gov/MedicareProviderSupEnroll](http://www.cms.gov/MedicareProviderSupEnroll) as needed.

**Please return the following documents by email to [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com) or fax to 615-664-5925.**

**CMS 855I:**

Section 2B: Please list a valid correspondence phone number where the provider can be reached directly. If no one is available to answer the phone when called, the voicemail greeting should clearly state the provider's name.

Section 15: Please submit a newly signed and dated certification statement. This page must be submitted with any corrections to the application and must be a new signature and date.

**Attachments:**

Copy of masters degree for anesthesiologist assistant training.

**Please return the requested documents by email to [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com) or fax to 615-664-5925, Attn: Un Kim, Reference#155807.**

PLEASE NOTE: You must submit all requested corrections within 30 days from the date of the letter or

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UHPS-JOHNSON 1443

your application may be rejected.

Thank you for your prompt attention to this request!

---

Un Kim  
Provider Enrollment Analyst  
CGS Administrators LLC  
phone: 615.800.8931, ext. 2248  
email: [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com)  
fax numbers: (OH) 615.664.5925  
(KY) 615.664.5915

Please consider the environment before printing this message.

Check your application status here: [Online Provider Enrollment Application Status](#)

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UHPS-JOHNSON 1444

**Meisler, Carole**

---

**From:** Johnson, Victoria  
**Sent:** Thursday, July 19, 2012 1:19 PM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** Query regarding Form CMS-855R, Section 2: B Correspondence Address

Hi Carole,

Section 2B states "Provide contact information for the person shown above. Once enrolled the information provided below will be used by the fee-for-service contractor if it needs to contact you **directly**. This is address cannot be a billing agency's address.

In Section 2B, we have been using 24701 Euclid Avenue, Euclid, Ohio 44117 which is the billing office.

11100 Euclid Avenue, Cleveland, Ohio 44106 is the contact office for the provider.

The contact number for office support is listed in Section 13, which is used for verifying information.

Also when asked by the fee-for-service as to whether the provider can be reached **directly** as this number, not that they expect them to answer the phone, we were instructed to say yes.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Tuesday, July 17, 2012 6:50 PM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** Query regarding Form CMS-855R, Section 2: B Correspondence Address

Hello Victoria-

Thank you for contacting the UH Compliance Department regarding the contact telephone number on Form CMS-855R, Section 2: B. Correspondence Address.

I contacted Cigna Government Services (CGS), the CMS authorized vendor, and inquired if a physician must answer the contact telephone number.  
A CGS specialist explained there is no expectation that a physician would answer the contact telephone number.  
In fact, the expectation is that a physician would not be answering the contact telephone number and that

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UHPS-JOHNSON 1445

messages would be forwarded to the physician as needed.  
The purpose for the contact telephone number is in order to verify information on the application.  
CGS recognizes that often support personnel will be able to handle these queries.

---

Thank you again for forwarding your concerns and please let me know if you have any other questions.

Carole Meisler  
Local Compliance Officer  
University Hospitals Physician Services  
24701 Euclid Avenue  
Euclid, OH 44117  
Office: 216.692.1971 FAX: 216.383.6738  
carole.meisler@uhhospitals.org

---

7/26/2012

UHPS-JOHNSON 1446



PO Box 20017  
Nashville, TN 37202-5226

July 19, 2012

UNIVERSITY HOSPITALS MEDICAL GROUP INC  
Attn: MS. VICTORIA JOHNSON  
24701 EUCLID AVENUE  
EUCLID, OH 44117-1714

Re: Request for additional information - MS. ANGELA M. CAPP

Dear MS. VICTORIA JOHNSON:

We have received your Medicare enrollment application. In order to complete processing your application we are requesting the following revisions and/or supporting documentation. Consistent with regulations found at 42 CFR §424.525, we may reject this application if you do not furnish complete information within 30 calendar days of the date of this letter.

Requested Revisions:

- We were unable to verify that the provider can be reached directly at the phone number provided in the "Correspondence Address" section of the CMS 855I Application. You must list a valid phone number where we can directly contact the provider in section 2B of the CMS 855I Application. Billing agency and management company phone numbers are not acceptable. Also, an unidentified voicemail will not be acceptable.
- Each time corrections are made to the application, a new signature page must be submitted acknowledging the change(s). Submit a newly signed and newly dated certification statement of the CMS 855I Application. Please note, a copy of a prior signature with a changed date will not be accepted.
- CMS has established criteria for determining the eligibility of non-physician practitioners for enrollment and reimbursement under Part B of the Medicare program. A copy of the non physician practitioner's degree, certificate or transcript demonstrating that requirements were met for the practitioner's specialty must be submitted. You may fax or email the document.
- Please submit the requested information to the CGS Provider Enrollment department via email or fax. The fax number for Kentucky is 615.664.5915. The fax number for Ohio is 615.664.5925.

Page 1 of 2

Please be sure that you include a newly signed certification statement and/or authorization statement. The same individual(s) that signed the original application must sign the new certification statement page. Medicare enrollment application(s) and certification statement pages must be downloaded from the Centers for Medicare & Medicaid Services (CMS) Web site at [www.cms.gov/MedicareProviderSupEnroll](http://www.cms.gov/MedicareProviderSupEnroll).

To facilitate the processing of your application(s), you should submit the requested revisions and/or supporting documentation within 30 days to me at the address listed below:

CGS Administrators, LLC  
J15 - Part B Provider Enrollment  
PO Box 20017  
Nashville, TN 37202-5226

Finally, please attach a copy of this letter with your revised application. If you have questions regarding the items requested, please contact me directly at 615-800-8931 ext 2248. For additional information you may visit our website at [www.cgsmedicare.com](http://www.cgsmedicare.com) and select Part B, then Provider Enrollment.

Sincerely,

Un Kim

Provider Enrollment

Reference Number: 155807

Meisler, Carole

5

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**From:** Meisler, Carole  
**Sent:** Thursday, July 19, 2012 4:58 PM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

**Importance:** High

Hello Victoria-  
Good New!!

I just spoke to Ms. Kim.

Per Ms. Kim, there is no problem for UH to use UH's telephone numbers as a contact number in the application.

There is no expectation that a physician will answer the telephone directly.

For example, per Ms. Kim, she works with a large hospital system that provides the Hospital's main telephone number and the Hospital Operator answers the telephone.

---

FYI-I was very clear with her regarding your concerns and she assured me that UH complies with CGS's expectations.

Thank you again for bringing this to UH Compliance Dept.

---

**From:** Johnson, Victoria  
**Sent:** Thursday, July 19, 2012 4:19 PM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Hi Carole,

I am not confused. The Provider Enrollment team is using the current form, otherwise CGS would clearly reject it. We have not just started processing these applications and this issue has been discussed many times at our weekly meetings.

Yes, the application does not state **"Section 2B: Please list a valid correspondence phone number where the provider can be reached directly. If no one is available to answer the phone when called, the voicemail greeting should clearly state the provider's name"**

We are aware that if no one answers the phone it then has to go to the provider's voicemail. I asked the representative to send that to me in writing so that I could forward it to you in detail what their expectations are.

Bottom line is that they cannot be reached directly at this number and if they were to call the number we put on the application and no one answered the voicemail greeting would not be one of the provider.

You can contact CGS for any other clarifications.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Meisler, Carole

7/27/2012

UHPS-JOHNSON 1449



**Sent:** Thursday, July 19, 2012 3:40 PM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Hello Victoria-

I understand your confusion.

CGS is giving conflicting information. I went on line and looked at Form 855I page 5, Section 2 B.

Correspondence Address and the current form does not state:

**Section 2B: Please list a valid correspondence phone number where the provider can be reached directly. If no one is available to answer the phone when called, the voicemail greeting should clearly state the provider's name.**

The current CMS 855I states- "Provide contact information for the person shown in Section 2A above. Once enrolled, the information provided below will be used by the fee-for service contractor if it needs to contact you directly....."

It looks like they forwarded an old form to you!

Per CGS, physician's support staff can answer the phone and give a message to the physician.

Any other questions?

---

**From:** Johnson, Victoria  
**Sent:** Thursday, July 19, 2012 3:09 PM  
**To:** Melsler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** FW: Angela Capp, AA (Entry#155807)

This confirms my previous email.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** UN.KIM@cgsadmin.com [mailto:UN.KIM@cgsadmin.com]  
**Sent:** Thursday, July 19, 2012 3:01 PM  
**To:** Johnson, Victoria  
**Subject:** Angela Capp, AA (Entry#155807)

Ms. Johnson,

Per our phone conversation, please find attached a letter requesting additional information needed to complete Ms. Capp's Medicare enrollment application. A summary of the requested information is also listed below.

You may access the Medicare enrollment application and certification pages from the CMS website at [www.cms.gov/MedicareProviderSupEnroll](http://www.cms.gov/MedicareProviderSupEnroll) as needed.

**Please return the following documents by email to [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com) or fax to 615-664-5925.**

7/27/2012

UHPS-JOHNSON 1450

**CMS 8551:**

Section 2B: Please list a valid correspondence phone number where the provider can be reached directly. If no one is available to answer the phone when called, the voicemail greeting should clearly state the provider's name.

Section 15: Please submit a newly signed and dated certification statement. This page must be submitted with any corrections to the application and must be a new signature and date.

**Attachments:**

Copy of masters degree for anesthesiologist assistant training.

**Please return the requested documents by email to [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com) or fax to 615-664-5925, Attn: Un Kim, Reference#155807.**

PLEASE NOTE: You must submit all requested corrections within 30 days from the date of the letter or your application may be rejected.

Thank you for your prompt attention to this request!

Un Kim  
Provider Enrollment Analyst  
CGS Administrators LLC  
phone: 615.800.8931, ext. 2248  
email: [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com)  
fax numbers: (OH) 615.664.5925  
(KY) 615.664.5915

Please consider the environment before printing this message.

Check your application status here: [Online Provider Enrollment Application Status](#)

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UHPS-JOHNSON 1451

6

**Meisler, Carole**

---

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 8:45 AM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

I am not sure I understand your question.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 8:37 AM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Why?

---

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 7:39 AM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

I will also have the providers complete Section 2B themselves as we have been populating this information on the application for them.

Thanks again.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 7:09 AM  
**To:** Meisler, Carole

7/27/2012

UHPS-JOHNSON 1452

Cc: Wahl, Cheryl  
Subject: RE: Angela Capp, AA (Entry#155807)

Thanks, I will call them to make sure I am interpreting CGS's expectations correctly.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

From: Meisler, Carole  
Sent: Thursday, July 19, 2012 4:58 PM  
To: Johnson, Victoria  
Cc: Wahl, Cheryl  
Subject: RE: Angela Capp, AA (Entry#155807)  
Importance: High

Hello Victoria-  
Good New!!  
I just spoke to Ms. Kim.  
Per Ms. Kim, there is no problem for UH to use UH's telephone numbers as a contact number in the application.  
There is no expectation that a physician will answer the telephone directly.  
For example, per Ms. Kim, she works with a large hospital system that provides the Hospital's main telephone number and the Hospital Operator answers the telephone.

FYI-I was very clear with her regarding your concerns and she assured me that UH complies with CGS's expectations.  
Thank you again for bringing this to UH Compliance Dept.

---

From: Johnson, Victoria  
Sent: Thursday, July 19, 2012 4:19 PM  
To: Meisler, Carole  
Cc: Wahl, Cheryl  
Subject: RE: Angela Capp, AA (Entry#155807)

Hi Carole,  
I am not confused. The Provider Enrollment team is using the current form, otherwise CGS would clearly reject it. We have not just started processing these applications and this issue has been discussed many times at our weekly meetings.  
Yes, the application does not state **"Section 2B: Please list a valid correspondence phone number where the provider can be reached directly. If no one is available to answer the phone when called, the voicemail greeting should clearly state the provider's name"**  
We are aware that if no one answers the phone it then has to go to the provider's voicemail. I asked the representative to send that to me in writing so that I could forward it to you in detail what their expectations are. Bottom line is that they cannot be reached directly at this number and if they were to call the number we put on the application and no one answered the voicemail greeting would not be one of the provider.

You can contact CGS for any other clarifications.

7/27/2012

UHPS-JOHNSON 1453

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Thursday, July 19, 2012 3:40 PM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Hello Victoria-

I understand your confusion.  
CGS is giving conflicting information. I went on line and looked at Form 855I page 5, Section 2.B.  
Correspondence Address and the current form does not state:  
**Section 2B: Please list a valid correspondence phone number where the provider can be reached directly. If no one is available to answer the phone when called, the voicemail greeting should clearly state the provider's name.**  
The current CMS 855I states- "Provide contact information for the person shown in Section 2A above. Once enrolled, the information provided below will be used by the fee-for service contractor if it needs to contact you directly....."

It looks like they forwarded an old form to you!  
Per CGS, physician's support staff can answer the phone and give a message to the physician.

Any other questions?

---

**From:** Johnson, Victoria  
**Sent:** Thursday, July 19, 2012 3:09 PM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** FW: Angela Capp, AA (Entry#155807)

This confirms my previous email.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** UN.KIM@cgsadmin.com [mailto:UN.KIM@cgsadmin.com]  
**Sent:** Thursday, July 19, 2012 3:01 PM

7/27/2012

UHPS-JOHNSON 1454

**To:** Johnson, Victoria  
**Subject:** Angela Capp, AA (Entry#155807)

Ms. Johnson,

Per our phone conversation, please find attached a letter requesting additional information needed to complete Ms. Capp's Medicare enrollment application. A summary of the requested information is also listed below.

You may access the Medicare enrollment application and certification pages from the CMS website at [www.cms.gov/MedicareProviderSupEnroll](http://www.cms.gov/MedicareProviderSupEnroll) as needed..

**Please return the following documents by email to [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com) or fax to 615-664-5925.**

**CMS 855I:**

Section 2B: Please list a valid correspondence phone number where the provider can be reached directly. If no one is available to answer the phone when called, the voicemail greeting should clearly state the provider's name.

Section 15: Please submit a newly signed and dated certification statement. This page must be submitted with any corrections to the application and must be a new signature and date.

**Attachments:**

Copy of masters degree for anesthesiologist assistant training.

**Please return the requested documents by email to [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com) or fax to 615-664-5925, Attn: Un Kim, Reference#155807.**

PLEASE NOTE: You must submit all requested corrections within 30 days from the date of the letter or your application may be rejected.

Thank you for your prompt attention to this request!

Un Kim  
Provider Enrollment Analyst  
CGS Administrators LLC  
phone: 615.800.8931, ext. 2248  
email: [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com)  
fax numbers: (OH) 615.664.5925  
(KY) 615.664.5915

Please consider the environment before printing this message.

Check your application status here: [Online Provider Enrollment Application Status](#)

**Want to stay abreast of CGS updates and changes in Medicare? Join our ListServ!**

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7/27/2012

UHPS-JOHNSON 1455

(7)

**Meisler, Carole**

---

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 10:10 AM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Great- S

So that we are all on the same page.

Follow the directives of your UHPS supervisor regarding the application section dealing with contact information.

I have educated Sheryl and Steve that their processes are correct.

---

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 10:00 AM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

I did not say CGS ordered us to use that number, I said Kim said may use the hospital operator and we would be in compliance if we did. (See her response below.) Nowhere in my email did I say they ordered me to use the hospital number.

In your email, you did not say we should not use the main hospital number.

Good New!!

I just spoke to Ms. Kim.

Per Ms. Kim, there is no problem for UH to use UH's telephone numbers as a contact number in the application

Please do not accuse me of changing the department policy as I have not changed any department processes. I only suggested to you to let Steve Riddle know that this is their policy.

Please clarify with Steve which number other than the Central Billing Office we should be using as the existing number is not in compliance?

Per Kim,

You may use the hospital operator number as long as they will verify that the provider can be reached at that number.

Un Kim  
Provider Enrollment Analyst  
CGS Administrators LLC  
phone: 615.800.8931, ext. 2248  
email: un.kim@cgsadmin.com  
fax numbers: (OH) 615.664.5925  
(KY) 615.664.5915

7/27/2012

UHPS-JOHNSON 1456



Thanks.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 9:12 AM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

CGS did not order you to use the hospital number.  
UH can- however, that is up to UH operations.  
Please do not change Dept processes without an OK from you supervisor.

---

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 9:07 AM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Just received email from Kim CGS, stating we can populate the application with the main hospital number per CGS. Please let Steve Riddle know that this is their policy as we can no longer use CBO's phone number. I am sure the department will be happy to hear this.

Thanks for your help.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 8:49 AM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

7/27/2012

UHPS-JOHNSON 1457



Why "have the providers complete Section 2B themselves as we have been populating this information on the application for them?"

---

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 8:45 AM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

I am not sure I understand your question.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 8:37 AM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Why?

---

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 7:39 AM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

I will also have the providers complete Section 2B themselves as we have been populating this information on the application for them.

Thanks again.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
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216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

7/27/2012

UHPS-JOHNSON 1458

---

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 7:09 AM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Thanks, I will call them to make sure I am interpreting CGS's expectations correctly.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Thursday, July 19, 2012 4:58 PM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)  
**Importance:** High

Hello Victoria-  
Good New!!

I just spoke to Ms. Kim.

Per Ms. Kim, there is no problem for UH to use UH's telephone numbers as a contact number in the application. There is no expectation that a physician will answer the telephone directly. For example, per Ms. Kim, she works with a large hospital system that provides the Hospital's main telephone number and the Hospital Operator answers the telephone.

FYI-I was very clear with her regarding your concerns and she assured me that UH complies with CGS's expectations.

Thank you again for bringing this to UH Compliance Dept.

---

**From:** Johnson, Victoria  
**Sent:** Thursday, July 19, 2012 4:19 PM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Hi Carole,

I am not confused. The Provider Enrollment team is using the current form, otherwise CGS would clearly reject it. We have not just started processing these applications and this issue has been discussed many times at our weekly meetings.

Yes, the application does not state **"Section 2B: Please list a valid correspondence phone number where the provider can be reached directly. If no one is available to answer the phone when called, the voicemail greeting should clearly state the provider's name"**

We are aware that if no one answers the phone it then has to go to the provider's voicemail. I asked the representative to send that to me in writing so that I could forward it to you in detail what their expectations are. Bottom line is that they cannot be reached directly at this number and if they were to call the number we put on the application and no one answered the voicemail greeting would not be one of the provider.

7/27/2012

UHPS-JOHNSON 1459

- You can contact CGS for any other clarifications.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Thursday, July 19, 2012 3:40 PM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Hello Victoria-

I understand your confusion.  
CGS is giving conflicting information. I went on line and looked at Form 855I page 5, Section 2 B.  
Correspondence Address and the current form does not state:  
**Section 2B: Please list a valid correspondence phone number where the provider can be reached directly. If no one is available to answer the phone when called, the voicemail greeting should clearly state the provider's name.**  
The current CMS 855I states- "Provide contact information for the person shown in Section 2A above. Once enrolled, the information provided below will be used by the fee-for service contractor if it needs to contact you directly....."

It looks like they forwarded an old form to you!  
Per CGS, physician's support staff can answer the phone and give a message to the physician.

Any other questions?

---

**From:** Johnson, Victoria  
**Sent:** Thursday, July 19, 2012 3:09 PM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** FW: Angela Capp, AA (Entry#155807)

This confirms my previous email.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax

7/27/2012

UHPS-JOHNSON 1460

Email address: [victoria.johnson@UHHospitals.org](mailto:victoria.johnson@UHHospitals.org)

---

**From:** UN.KIM@cgsadmin.com [mailto:UN.KIM@cgsadmin.com]

**Sent:** Thursday, July 19, 2012 3:01 PM

**To:** Johnson, Victoria

**Subject:** Angela Capp, AA (Entry#155807)

Ms. Johnson,

Per our phone conversation, please find attached a letter requesting additional information needed to complete Ms. Capp's Medicare enrollment application. A summary of the requested information is also listed below.

You may access the Medicare enrollment application and certification pages from the CMS website at [www.cms.gov/MedicareProviderSupEnroll](http://www.cms.gov/MedicareProviderSupEnroll) as needed.

**Please return the following documents by email to [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com) or fax to 615-664-5925.**

**CMS 855I:**

Section 2B: Please list a valid correspondence phone number where the provider can be reached directly. If no one is available to answer the phone when called, the voicemail greeting should clearly state the provider's name.

Section 15: Please submit a newly signed and dated certification statement. This page must be submitted with any corrections to the application and must be a new signature and date.

**Attachments:**

Copy of masters degree for anesthesiologist assistant training.

**Please return the requested documents by email to [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com) or fax to 615-664-5925, Attn: Un Kim, Reference#155807.**

PLEASE NOTE: You must submit all requested corrections within 30 days from the date of the letter or your application may be rejected.

Thank you for your prompt attention to this request!

Un Kim

Provider Enrollment Analyst

CGS Administrators LLC

phone: 615.800.8931, ext. 2248

email: [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com)

fax numbers: (OH) 615.664.5925

(KY) 615.664.5915

Please consider the environment before printing this message.

Check your application status here: [Online Provider Enrollment Application Status](#)

**Want to stay abreast of CGS updates and changes in Medicare? Join our ListServ!**

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7/27/2012

UHPS-JOHNSON 1461

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**Meisler, Carole**

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**From:** Wahl, Cheryl  
**Sent:** Friday, July 20, 2012 10:58 AM  
**To:** Meisler, Carole  
**Subject:** RE: Angela Capp, AA (Entry#155807)  
I'm in a meeting until 11:30

Cheryl Forino Wahl  
Chief Compliance Officer  
Ph: (216) 767-8223

-----Original Message-----

---

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 10:18 AM Eastern Standard Time  
**To:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

I will -- I am on a call.  
I want to tell you some background -- are you available?

---

**From:** Wahl, Cheryl  
**Sent:** Friday, July 20, 2012 10:13 AM  
**To:** Meisler, Carole  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Who is Sheryl? Would prefer that you and Victoria get on the phone and discuss this vs all the emails.

Cheryl Forino Wahl  
Chief Compliance Officer  
Ph: (216) 767-8223

-----Original Message-----

---

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 10:09 AM Eastern Standard Time  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Great- S  
So that we are all on the same page.  
Follow the directives of your UHPS supervisor regarding the application section dealing with contact information.  
I have educated Sheryl and Steve that their processes are correct.

---

7/27/2012

UHPS-JOHNSON 1462

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 10:00 AM  
**To:** Melsler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

I did not say CGS ordered us to use that number, I said Kim said may use the hospital operator and we would be in compliance if we did. (See her response below.) Nowhere in my email did I say they ordered me to use the hospital number.

In your email, you did not say we should not use the main hospital number.

Good New!!

I just spoke to Ms. Kim.

Per Ms. Kim, there is no problem for UH to use UH's telephone numbers as a contact number in the application

~~Please do not accuse me of changing the department policy as I have not changed any department processes. I only suggested to you to let Steve Riddle know that this is their policy.~~

Please clarify with Steve which number other than the Central Billing Office we should be using as the existing number is not in compliance?

Per Kim,

You may use the hospital operator number as long as they will verify that the provider can be reached at that number.

Un Kim  
Provider Enrollment Analyst  
CGS Administrators LLC  
phone: 615.800.8931, ext. 2248  
email: un.kim@cgsadmin.com  
fax numbers: (OH) 615.664.5925  
(KY) 615.664.5915

Thanks,

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop: NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax

7/27/2012

UHPS-JOHNSON 1463

Email address: [victoria.johnson@UHHospitals.org](mailto:victoria.johnson@UHHospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 9:12 AM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

CGS did not order you to use the hospital number.  
UH can- however, that is up to UH operations.  
Please do not change Dept processes without an OK from you supervisor.

---

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 9:07 AM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

---

Just received email from Kim CGS, stating we can populate the application with the main hospital number per CGS. Please let Steve Riddle know that this is their policy as we can no longer use CBO's phone number. I am sure the department will be happy to hear this.

Thanks for your help.

Victoria D. Johnson  
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Euclid, Ohio 44117  
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216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHHospitals.org](mailto:victoria.johnson@UHHospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 8:49 AM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Why "have the providers complete Section 2B themselves as we have been populating this information on the application for them?"

---

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 8:45 AM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

I am not sure I understand your question.

Victoria D. Johnson

7/27/2012

UHPS-JOHNSON 1464



University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
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Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 8:37 AM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Why?

---

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 7:39 AM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

I will also have the providers complete Section 2B themselves as we have been populating this information on the application for them.

Thanks again.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 7:09 AM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Thanks, I will call them to make sure I am interpreting CGS's expectations correctly.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue

7/27/2012

UHPS-JOHNSON 1465



Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Thursday, July 19, 2012 4:58 PM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)  
**Importance:** High

Hello Victoria-  
Good New!!

I just spoke to Ms. Kim.

Per Ms. Kim, there is no problem for UH to use UH's telephone numbers as a contact number in the application. There is no expectation that a physician will answer the telephone directly.

For example, per Ms. Kim, she works with a large hospital system that provides the Hospital's main telephone number and the Hospital Operator answers the telephone.

FYI-I was very clear with her regarding your concerns and she assured me that UH complies with CGS's expectations.

Thank you again for bringing this to UH Compliance Dept.

---

**From:** Johnson, Victoria  
**Sent:** Thursday, July 19, 2012 4:19 PM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Hi Carole,

I am not confused. The Provider Enrollment team is using the current form, otherwise CGS would clearly reject it. We have not just started processing these applications and this issue has been discussed many times at our weekly meetings.

Yes, the application does not state **"Section 2B: Please list a valid correspondence phone number where the provider can be reached directly. If no one is available to answer the phone when called, the voicemail greeting should clearly state the provider's name"**

We are aware that if no one answers the phone it then has to go to the provider's voicemail. I asked the representative to send that to me in writing so that I could forward it to you in detail what their expectations are. Bottom line is that they cannot be reached directly at this number and if they were to call the number we put on the application and no one answered the voicemail greeting would not be one of the provider.

You can contact CGS for any other clarifications.

Victoria D. Johnson  
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Euclid, Ohio 44117  
Mailstop:NET6099  
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216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

7/27/2012

UHPS-JOHNSON 1466

---

**From:** Meisler, Carole  
**Sent:** Thursday, July 19, 2012 3:40 PM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Hello Victoria-

I understand your confusion.  
CGS is giving conflicting information. I went on line and looked at Form 855I page 5, Section 2 B.  
Correspondence Address and the current form does not state:  
**Section 2B: Please list a valid correspondence phone number where the provider can be reached directly. If noone is available to answer the phone when called, the voicemail greeting should clearly state the provider's name.**  
The current CMS 855I states- "Provide contact information for the person shown in Section 2A above. Once enrolled, the information provided below will be used by the fee-for service contractor if it needs to contact you directly ....."

---

It looks like they forwarded an old form to you!  
Per CGS, physician's support staff can answer the phone and give a message to the physician.

Any other questions?

---

**From:** Johnson, Victoria  
**Sent:** Thursday, July 19, 2012 3:09 PM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** FW: Angela Capp, AA (Entry#155807)

This confirms my previous email.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** UN.KIM@cgsadmin.com [mailto:UN.KIM@cgsadmin.com]  
**Sent:** Thursday, July 19, 2012 3:01 PM  
**To:** Johnson, Victoria  
**Subject:** Angela Capp, AA (Entry#155807)

Ms. Johnson,

Per our phone conversation, please find attached a letter requesting additional information needed to complete Ms. Capp's Medicare enrollment application. A summary of the requested information is also listed below.

You may access the Medicare enrollment application and certification pages from the CMS website at [www.cms.gov/MedicareProviderSupEnroll](http://www.cms.gov/MedicareProviderSupEnroll) as needed.

7/27/2012

UHPS-JOHNSON 1467

**Please return the following documents by email to [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com) or fax to 615-664-5925.**

**CMS 855I:**

Section 2B: Please list a valid correspondence phone number where the provider can be reached directly. If no one is available to answer the phone when called, the voicemail greeting should clearly state the provider's name.

Section 15: Please submit a newly signed and dated certification statement. This page must be submitted with any corrections to the application and must be a new signature and date.

**Attachments:**

Copy of masters degree for anesthesiologist assistant training.

**Please return the requested documents by email to [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com) or fax to 615-664-5925, Attn: Un Kim, Reference#155807.**

PLEASE NOTE: You must submit all requested corrections within 30 days from the date of the letter or your application may be rejected.

Thank you for your prompt attention to this request!

Un Kim

Provider Enrollment Analyst

CGS Administrators LLC

phone: 615.800.8931, ext. 2248

email: [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com)

fax numbers: (OH) 615.664.5925

(KY) 615.664.5915

Please consider the environment before printing this message.

Check your application status here: [Online Provider Enrollment Application Status](#)

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7/27/2012

UHPS-JOHNSON 1468

9

Meisler, Carole

---

**From:** Wahl, Cheryl  
**Sent:** Friday, July 20, 2012 10:59 AM  
**To:** Meisler, Carole  
**Subject:** FW: Medicare application ref#155649 Dr. Joseph Stone  
**Attachments:** STONE.pdf  
FYI

Cheryl Forino Wahl  
Chief Compliance Officer  
Ph: (216) 767-8223

-----Original Message-----

---

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 10:49 AM Eastern Standard Time  
**To:** Riddle, Steve; Johnson, Sheryl L; Wahl, Cheryl  
**Subject:** FW: Medicare application ref#155649 Dr. Joseph Stone

Please advise which number we should use. As the existing number that we have been using is not a valid number. I no longer want to participate in telling CGS that the provider can be reached at this location as most of them are located at main campus.

Thanks.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** ANDREW.BAUMANN@cgsadmin.com [mailto:ANDREW.BAUMANN@cgsadmin.com]  
**Sent:** Friday, July 20, 2012 9:50 AM  
**To:** Johnson, Victoria  
**Subject:** RE: Medicare application ref#155649 Dr. Joseph Stone

Good morning Victoria,

For section 2B the phone number should be a number that either a voicemail or a person can identify that the number is a valid number to contact a provider. So either a home number that the voicemail identifies the provider or at the location where the providers will be working. If you have any other questions please feel free to ask.

Thank you,

7/27/2012

UHPS-JOHNSON 1469

**Andrew Baumann**  
**Provider Enrollment**  
**CGS Administrators, LLC**  
**Two Vantage Way, Nashville, TN 37228**  
**Phone: 615.660.5293**  
email: [andrew.baumann@cgsadmin.com](mailto:andrew.baumann@cgsadmin.com)

Check the status of your enrollment application: [Online Provider Enrollment Application Status](#)

**Want to stay abreast of CGS updates and changes in Medicare? Join our [ListServ](#)!**  
For applications in process: to expedite the processing please remember to include your reference number on all communications to CGS

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---

**From:** Johnson, Victoria [<mailto:Victoria.Johnson@UHhospitals.org>]  
**Sent:** Friday, July 20, 2012 7:32 AM  
**To:** ANDREW BAUMANN  
**Subject:** RE: Medicare application ref#155649 Dr. Joseph Stone

Good morning Andrew,

Can you please clarify what CGS expectations are when asking if the provider can be reached directly at this number and what number should be listed in section 2b?

I will have the provider comply.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** [ANDREW.BAUMANN@cgsadmin.com](mailto:ANDREW.BAUMANN@cgsadmin.com) [<mailto:ANDREW.BAUMANN@cgsadmin.com>]  
**Sent:** Thursday, July 19, 2012 3:09 PM  
**To:** Johnson, Victoria  
**Subject:** Medicare application ref#155649 Dr. Joseph Stone

Good afternoon Victoria,

The information that is requested in the attachment is needed to complete the process of the application. Please only submit the fields/selections that are requested. This information must be submitted on newly downloaded pages of the application. You can email me the information at: [Andrew.baumann@cgsadmin.com](mailto:Andrew.baumann@cgsadmin.com) or fax the information to: 615-664-5925.

7/27/2012

UHPS-JOHNSON 1470

Thank you,

**Andrew Baumann**

**Provider Enrollment**

**CGS Administrators, LLC**

**Two Vantage Way, Nashville, TN 37228**

**Phone: 615.660.5293**

**email: [andrew.baumann@cgsadmin.com](mailto:andrew.baumann@cgsadmin.com)**

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7/27/2012

UHPS-JOHNSON 1471

10

**Meisler, Carole**

---

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 11:00 AM  
**To:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

I just gave Jen Coleman the background on this ee.  
She will share it with you.  
I will call the ee and talk to her

---

**From:** Wahl, Cheryl  
**Sent:** Friday, July 20, 2012 10:58 AM  
**To:** Meisler, Carole  
**Subject:** RE: Angela Capp, AA (Entry#155807)

I'm in a meeting until 11:30

Cheryl Forino Wahl  
Chief Compliance Officer  
Ph: (216) 767-8223

-----Original Message-----

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 10:18 AM Eastern Standard Time  
**To:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

I will -- I am on a call.  
I want to tell you some background -- are you available?

---

**From:** Wahl, Cheryl  
**Sent:** Friday, July 20, 2012 10:13 AM  
**To:** Meisler, Carole  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Who is Sheryl? Would prefer that you and Victoria get on the phone and discuss this vs all the emails.

Cheryl Forino Wahl  
Chief Compliance Officer  
Ph: (216) 767-8223

-----Original Message-----

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 10:09 AM Eastern Standard Time  
**To:** Johnson, Victoria

7/27/2012

UHPS-JOHNSON 1472



Cc: Wahl, Cheryl

Subject: RE: Angela Capp, AA (Entry#155807)

Great- S

So that we are all on the same page.

Follow the directives of your UHPS supervisor regarding the application section dealing with contact information. I have educated Sheryl and Steve that their processes are correct.

---

**From:** Johnson, Victoria

**Sent:** Friday, July 20, 2012 10:00 AM

**To:** Meisler, Carole

**Cc:** Wahl, Cheryl

**Subject:** RE: Angela Capp, AA (Entry#155807)

I did not say CGS ordered us to use that number, I said Kim said may use the hospital operator and we would be in compliance if we did. (See her response below.) Nowhere in my email did I say they ordered me to use the hospital number.

---

In your email, you did not say we should not use the main hospital number.

Good New!!

I just spoke to Ms. Kim.

Per Ms.Kim, there is no problem for UH to use UH's telephone numbers as a contact number in the application

Please do not accuse me of changing the department policy as I have not changed any department processes. I only suggested to you to let Steve Riddle know that this is their policy.

Please clarify with Steve which number other than the Central Billing Office we should be using as the existing number is not in compliance?

Per Kim,

You may use the hospital operator number as long as they will verify that the provider can be reached at that number.

Un Kim

Provider Enrollment Analyst

CGS Administrators LLC

phone: 615.800.8931, ext. 2248

email: un.kim@cgsadmin.com

fax numbers: (OH) 615.664.5925  
(KY) 615.664.5915

Thanks.

Victoria D. Johnson

7/27/2012

UHPS-JOHNSON 1473



University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 9:12 AM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

CGS did not order you to use the hospital number.  
UH can- however, that is up to UH operations.  
Please do not change Dept processes without an OK from you supervisor.

---

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 9:07 AM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Just received email from Kim CGS, stating we can populate the application with the main hospital number per CGS. Please let Steve Riddle know that this is their policy as we can no longer use CBO's phone number. I am sure the department will be happy to hear this.

Thanks for your help.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 8:49 AM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Why "have the providers complete Section 2B themselves as we have been populating this information on the application for them?"

---

**From:** Johnson, Victoria

7/27/2012

UHPS-JOHNSON 1474

**Sent:** Friday, July 20, 2012 8:45 AM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

I am not sure I understand your question.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 8:37 AM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Why?

---

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 7:39 AM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

I will also have the providers complete Section 2B themselves as we have been populating this information on the application for them.

Thanks again.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 7:09 AM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

7/27/2012

UHPS-JOHNSON 1475

Thanks, I will call them to make sure I am interpreting CGS's expectations correctly.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Thursday, July 19, 2012 4:58 PM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)  
**Importance:** High

Hello Victoria-  
Good New!!  
I just spoke to Ms. Kim.  
Per Ms. Kim, there is no problem for UH to use UH's telephone numbers as a contact number in the application.  
There is no expectation that a physician will answer the telephone directly.  
For example, per Ms. Kim, she works with a large hospital system that provides the Hospital's main telephone number and the Hospital Operator answers the telephone.

FYI-I was very clear with her regarding your concerns and she assured me that UH complies with CGS's expectations.  
Thank you again for bringing this to UH Compliance Dept.

---

**From:** Johnson, Victoria  
**Sent:** Thursday, July 19, 2012 4:19 PM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Hi Carole,  
I am not confused. The Provider Enrollment team is using the current form, otherwise CGS would clearly reject it. We have not just started processing these applications and this issue has been discussed many times at our weekly meetings.  
Yes, the application does not state **"Section 2B: Please list a valid correspondence phone number where the provider can be reached directly. If no one is available to answer the phone when called, the voicemail greeting should clearly state the provider's name"**  
We are aware that if no one answers the phone it then has to go to the provider's voicemail. I asked the representative to send that to me in writing so that I could forward it to you in detail what their expectations are. Bottom line is that they cannot be reached directly at this number and if they were to call the number we put on the application and no one answered the voicemail greeting would not be one of the provider.

You can contact CGS for any other clarifications.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.

7/27/2012.

UHPS-JOHNSON 1476

Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** Meisler, Carole  
**Sent:** Thursday, July 19, 2012 3:40 PM  
**To:** Johnson, Victoria  
**Cc:** Wahl, Cheryl  
**Subject:** RE: Angela Capp, AA (Entry#155807)

Hello Victoria-

I understand your confusion.  
CGS is giving conflicting information. I went on line and looked at Form 855I page 5, Section 2 B.  
Correspondence Address and ~~the current form does not state:~~  
**Section 2B: Please list a valid correspondence phone number where the provider can be reached directly. If noone is available to answer the phone when called, the voicemail greeting should clearly state the provider's name.**  
The current CMS 855I states- "Provide contact information for the person shown in Section 2A above. Once enrolled, the information provided below will be used by the fee-for service contractor if it needs to contact you directly....."

It looks like they forwarded an old form to you!  
Per CGS, physician's support staff can answer the phone and give a message to the physician.

Any other questions?

---

**From:** Johnson, Victoria  
**Sent:** Thursday, July 19, 2012 3:09 PM  
**To:** Meisler, Carole  
**Cc:** Wahl, Cheryl  
**Subject:** FW: Angela Capp, AA (Entry#155807)

This confirms my previous email.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** UN.KIM@cgsadmin.com [mailto:UN.KIM@cgsadmin.com]  
**Sent:** Thursday, July 19, 2012 3:01 PM  
**To:** Johnson, Victoria  
**Subject:** Angela Capp, AA (Entry#155807)

7/27/2012

UHPS-JOHNSON 1477

Ms. Johnson,

Per our phone conversation, please find attached a letter requesting additional information needed to complete Ms. Capp's Medicare enrollment application. A summary of the requested information is also listed below.

You may access the Medicare enrollment application and certification pages from the CMS website at [www.cms.gov/MedicareProviderSupEnroll](http://www.cms.gov/MedicareProviderSupEnroll) as needed.

**Please return the following documents by email to [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com) or fax to 615-664-5925.**

**CMS 855I:**

Section 2B: Please list a valid correspondence phone number where the provider can be reached directly. If no one is available to answer the phone when called, the voicemail greeting should clearly state the provider's name.

Section 15: Please submit a newly signed and dated certification statement. This page must be submitted with any corrections to the application and must be a new signature and date.

**Attachments:**

Copy of masters degree for anesthesiologist assistant training.

**Please return the requested documents by email to [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com) or fax to 615-664-5925, Attn: Un Kim, Reference#155807.**

PLEASE NOTE: You must submit all requested corrections within 30 days from the date of the letter or your application may be rejected.

Thank you for your prompt attention to this request!

Un Kim

Provider Enrollment Analyst

CGS Administrators LLC

phone: 615.800.8931, ext. 2248

email: [un.kim@cgsadmin.com](mailto:un.kim@cgsadmin.com)

fax numbers: (OH) 615.664.5925  
(KY) 615.664.5915

Please consider the environment before printing this message.

Check your application status here: [Online Provider Enrollment Application Status](#)

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UHPS-JOHNSON 1478

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**Meisler, Carole**

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**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 11:20 AM  
**To:** Wahl, Cheryl  
**Subject:** RE: Medicare application ref#155649 Dr. Joseph Stone

In which case – that sounds like insubordination.  
Also, I went to the CGS person she relied on and confirmed that UHPS is acting correctly.  
I did this based on her complaint to Compliance,  
Now she is forum shopping and contacting another CGS employee.  
I believe she is not working within the scope of her employment when she received an answer for  
Compliance and then ask for another opinion- from CGS- to try to discredit the Compliance Officer.

---

**From:** Wahl, Cheryl  
**Sent:** Friday, July 20, 2012 11:13 AM  
**To:** Meisler, Carole  
**Subject:** RE: Medicare application ref#155649 Dr. Joseph Stone

Not at all how I would interpret her message. She just doesn't want to use the CBO phone number.

Cheryl Forino Wahl  
Chief Compliance Officer  
Ph: (216) 767-8223

-----Original Message-----

**From:** Meisler, Carole  
**Sent:** Friday, July 20, 2012 11:02 AM Eastern Standard Time  
**To:** Wahl, Cheryl  
**Subject:** RE: Medicare application ref#155649 Dr. Joseph Stone

I think she just resigned???

---

**From:** Wahl, Cheryl  
**Sent:** Friday, July 20, 2012 10:59 AM  
**To:** Meisler, Carole  
**Subject:** FW: Medicare application ref#155649 Dr. Joseph Stone

FYI

Cheryl Forino Wahl  
Chief Compliance Officer  
Ph: (216) 767-8223

-----Original Message-----

**From:** Johnson, Victoria  
**Sent:** Friday, July 20, 2012 10:49 AM Eastern Standard Time  
**To:** Riddle, Steve; Johnson, Sheryl L; Wahl, Cheryl

7/27/2012

UHPS-JOHNSON 1479

**Subject:** FW: Medicare application ref#155649 Dr. Joseph Stone

Please advise which number we should use. As the existing number that we have been using is not a valid number. ~~No longer want to participate in telling CGS that the provider can be reached at this location as most of them are located at main campus.~~

Thanks.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** ANDREW.BAUMANN@cgsadmin.com [mailto:ANDREW.BAUMANN@cgsadmin.com]  
**Sent:** Friday, July 20, 2012 9:50 AM  
**To:** Johnson, Victoria  
**Subject:** RE: Medicare application ref#155649 Dr. Joseph Stone

Good morning Victoria,

For section 2B the phone number should be a number that either a voicemail or a person can identify that the number is a valid number to contact a provider. So either a home number that the voicemail identifies the provider or at the location where the providers will be working. If you have any other questions please feel free to ask.

Thank you,

**Andrew Baumann**  
**Provider Enrollment**  
**CGS Administrators, LLC**  
**Two Vantage Way, Nashville, TN 37228**  
**Phone: 615.660.5293**  
**email: [andrew.baumann@cgsadmin.com](mailto:andrew.baumann@cgsadmin.com)**

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**From:** Johnson, Victoria [mailto:Victoria.Johnson@UHhospitals.org]  
**Sent:** Friday, July 20, 2012 7:32 AM  
**To:** ANDREW BAUMANN  
**Subject:** RE: Medicare application ref#155649 Dr. Joseph Stone

7/27/2012

UHPS-JOHNSON 1480



Good morning Andrew,

Can you please clarify what CGS expectations are when asking if the provider can be reached directly at this number and what number should be listed in section 2b?

I will have the provider comply.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** [ANDREW.BAUMANN@cgsadmin.com](mailto:ANDREW.BAUMANN@cgsadmin.com) [<mailto:ANDREW.BAUMANN@cgsadmin.com>]  
**Sent:** Thursday, July 19, 2012 3:09 PM  
**To:** Johnson, Victoria  
**Subject:** Medicare application ref#155649 Dr. Joseph Stone

Good afternoon Victoria,

The information that is requested in the attachment is needed to complete the process of the application. Please only submit the fields/selections that are requested. This information must be submitted on newly downloaded pages of the application. You can email me the information at: [Andrew.baumann@cgsadmin.com](mailto:Andrew.baumann@cgsadmin.com) or fax the information to: 615-664-5925.

Thank you,

**Andrew Baumann**  
**Provider Enrollment**  
**CGS Administrators, LLC**  
**Two Vantage Way, Nashville, TN 37228**  
**Phone: 615.660.5293**  
email: [andrew.baumann@cgsadmin.com](mailto:andrew.baumann@cgsadmin.com)

Check the status of your enrollment application: [Online Provider Enrollment Application Status](#)

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7/27/2012

UHPS-JOHNSON 1482



University Hospitals

13

July 23, 2012

**VIA HAND DELIVERY**

Ms. Victoria Johnson  
3646 Lynnfield Road  
Shaker Heights, Oh 44122

Cheryl Forino Wahl  
Vice President - Chief Compliance Officer  
University Hospitals Management Services Center  
3605 Warrensville Center Road  
Shaker Heights, OH 44122  
Mail Stop #3350 9105  
P. 216/767-8223 F. 216/201-6116

Dear Ms. Johnson:

I am writing to follow up on the issues you raised regarding how to complete the CMS 855i Form. Carole Meisler, UHPS Compliance Officer, investigated these concerns and shared her findings with you. Ms. Meisler found that the Departmental practices are appropriate.

Ms. Meisler contacted Cigna Governmental Services (CGS), and CGS confirmed that University Hospitals Physicians Services' use of its own telephone number and address as contact information, on Form CMS 855i, Section 2B, is both allowable and correct. Further, Ms. Meisler has notified the Department's management that this UHPS process is correct and can continue.

Thank you for seeking clarification from the UH Compliance Department regarding your concerns.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Cheryl Wahl'.

Cheryl Wahl

CFW/jmf

14

REDACTED - ATTORNEY-CLIENT PRIVILEGE

**From:** Riddle, Steve  
**Sent:** Tuesday, July 24, 2012 8:51 AM  
**To:** Meisler, Carole; Morrison, Christina  
**Cc:** Johnson, Sheryl L  
**Subject:** FW: Pankaj Gupta

I cannot tell you how unbelievably weary of this I am becoming... We have reached a level of defiance that astounds me...

Steve Riddle  
Director of Billing Services  
University Hospitals Physician Services  
(216) 383-6480  
(216) 383-6745 Fax

7/27/2012

UHPS-JOHNSON 1484

**From:** Johnson, Victoria  
**Sent:** Tuesday, July 24, 2012 7:27 AM  
**To:** Riddle, Steve; Johnson, Sheryl L; Meisler, Carole; Wahl, Cheryl  
**Subject:** FW: Pankaj Gupta

---

Hi All,

While Carole explained yesterday that we can answer the phone here at the Central Billing Office for the providers, I received the email below from the support team at CGS advising us differently.

Carole can you please tell me who you spoke with that suggested we continue to take calls here in the office.

I have a close friend that works for HHS/OIG who I called last night to verify what CGS is telling us although it has been listed below from their Program Integrity Manual. Just waiting to hear from him.

I will forward this to our team.

---

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHHospitals.org](mailto:victoria.johnson@UHHospitals.org)

---

**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com]  
**Sent:** Monday, July 23, 2012 1:59 PM  
**To:** Johnson, Victoria  
**Subject:** RE: Pankaj Gupta

Hello Victoria,

I have checked with my support team, and I was advised that the provider has to be able to be reached directly at the number. I have listed what the Program Integrity Manual states below:

#### 15.5.2.2 – Correspondence Address

7/27/2012

(Rev. 414, Issued: 04-06-12, Effective: 05-07-12, Implementation: 05-07-12)

**A. Background**

The correspondence address must be one where the contractor can directly contact the applicant to resolve any issues once the provider is enrolled in the Medicare program. It cannot be the address of a billing agency, management services organization, chain home office, or the provider's representative (e.g., attorney, financial advisor). It can, however, be a P.O. Box or, in the case of an individual practitioner, the person's home address.

The contractor shall call the telephone number listed in this section to verify that the contractor can directly contact the applicant. If an answering service appears and the contractor can identify it as the applicant's personal service, it is not necessary to talk directly to the applicant or an official thereof. The contractor only needs to verify that the applicant can be reached at this number.

Thanks!

---

**From:** Johnson, Victoria [mailto:Victoria.Johnson@UHhospitals.org]  
**Sent:** Monday, July 23, 2012 12:05 PM  
**To:** SHAMEKIA MCLAUGHLIN  
**Subject:** RE: Pankaj Gupta

I guess our Compliance Officer said it is okay for us to answer the phone and verify that the doctor can be reached here and we should pass on a message to the doctor. Please verify that this is correct.

Thanks for your assistance.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** SHAMEKIA.MCLAUGHLIN@cosadmin.com [mailto:SHAMEKIA.MCLAUGHLIN@cosadmin.com]  
**Sent:** Monday, July 23, 2012 1:00 PM

7/27/2012

**To:** Johnson, Victoria  
**Subject:** RE: Pankaj Gupta

Hello Victoria,

I am going to forward this information to our support team and wait for a reply from support.

---

**From:** Johnson, Victoria [mailto:Victoria.Johnson@UHhospitals.org]  
**Sent:** Monday, July 23, 2012 11:56 AM  
**To:** SHAMEKIA MCLAUGHLIN  
**Subject:** RE: Pankaj Gupta

My Managers Sheryl Johnson, Steve Riddle and our Compliance Officer Carole Meisler.

---

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com]  
**Sent:** Monday, July 23, 2012 12:51 PM  
**To:** Johnson, Victoria  
**Subject:** RE: Pankaj Gupta

Hello Victoria,

May I ask who told you to keep using that number and address?

---

**From:** Johnson, Victoria [mailto:Victoria.Johnson@UHhospitals.org]  
**Sent:** Monday, July 23, 2012 11:50 AM  
**To:** SHAMEKIA MCLAUGHLIN

7/27/2012

UHPS-JOHNSON 1487

**Subject:** RE: Pankaj Gupta

This is what I am interpreting however I have been told to continue to use this address and telephone number, can you verify with your Supervisor and Manager.

Thanks.

Victoria D. Johnson

University Hospitals Medical Group, Inc.

Provider Enrollment Specialist

24701 Euclid Avenue

Euclid, Ohio 44117

Mailstop:NET6099

216-383-6614 Desk

216-201-4288 Rightfax

Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com]

**Sent:** Monday, July 23, 2012 12:46 PM

**To:** Johnson, Victoria

**Subject:** RE: Pankaj Gupta

*Hello Victoria*

*The address listed in section 2 cannot be of the billing service (see that section of the application) we need a valid correspondence address and phone number for the provider in this section and we will have to be able to reach the provider at that number listed.*

*Thanks!*

---

**From:** Johnson, Victoria [mailto:Victoria.Johnson@UHhospitals.org]

**Sent:** Monday, July 23, 2012 11:36 AM

**To:** SHAMEKIA MCLAUGHLIN

**Subject:** RE: Pankaj Gupta

Hi Shamekia,

With regard to section 2b, and your question if the provider can be reached directly at this location. The providers

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can not be reached here as this is the office where we enroll the providers and provide in house billing services for them. The practice location is 11100 Euclid Avenue, Cleveland, Ohio 44106. How do we address this issue if the provider cannot be reached here?

---

Victoria D. Johnson

University Hospitals Medical Group, Inc.

Provider Enrollment Specialist

24701 Euclid Avenue

Euclid, Ohio 44117

Mailstop:NET6099

---

216-383-6614 Desk

216-201-4288 Rightfax

Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com]

**Sent:** Friday, July 20, 2012 8:28 AM

**To:** Johnson, Victoria

**Subject:** RE: Pankaj Gupta

Good morning!

I will give you a call in about 30 minutes and explain if that is ok with you.

---

**From:** Johnson, Victoria [mailto:Victoria.Johnson@UHhospitals.org]

**Sent:** Friday, July 20, 2012 6:56 AM

**To:** SHAMEKIA MCLAUGHLIN

**Subject:** RE: Pankaj Gupta

Hi Shamekia,

Can you please clarify what CGS expectations are when asking if the provider can be reached at this number and what number should be listed in section 2b?

I will have the provider comply.

Thanks.

7/27/2012

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Victoria D. Johnson

University Hospitals Medical Group, Inc.

Provider Enrollment Specialist

24701 Euclid Avenue

Euclid, Ohio 44117

Mailstop:NET6099

216-383-6614 Desk

216-201-4288 Rightfax

Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com]

**Sent:** Thursday, July 19, 2012 4:04 PM

**To:** Johnson, Victoria

**Subject:** Pankaj Gupta

*Hello Victoria,*

*I am processing the application for Pankaj Gupta, and I need some corrections to the application before I can process it. I will need a valid number to be placed in section 2b; the corrections require a new signed and dated section 15. The requested information may be faxed to 615-664-5925; I have provided my contact information below if you should have any questions.*

*Thanks!*

*Shamekia McLaughlin*

*CGS*

*Provider Enrollment*

*Two Vantage Way*

*Nashville, TN 37228-1514*

*615-660-5226*

*KY fax# 615-664-5915*

*OH fax # 615-664-5925*

*Online Provider Enrollment Application Status*

*Thank You in Advance!*

*7/27/2012*

*Want to stay abreast of CGS updates and changes in Medicare? Join our ListServ!*  
*You can check the status of your application at:*

*[http://www.cgsmedicare.com/medicare\\_dynamic/PE/Login.asp](http://www.cgsmedicare.com/medicare_dynamic/PE/Login.asp)*

*CMS-855I (revised 07/11) can be found: <http://www.cms.gov/cmsforms/downloads/cms855i.pdf>*

*CMS-855R (revised 07/11) can be found: <http://www.cms.gov/cmsforms/downloads/cms855r.pdf>*

*CMS-855B (revised 07/11) can be found: <http://www.cms.gov/cmsforms/downloads/cms855b.pdf>*

*CMS 588 (revised 05/10)(EFT Agreement): <http://www.cms.gov/cmsforms/downloads/CMS588.pdf>*

*CMS 460 (revised 04/10)(Participation Agreement):*

*<http://www.cms.gov/cmsforms/downloads/cms460.pdf>*

*For applications in process: to expedite the processing please remember to include your reference number on all communications to CGS*

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written consent of the person to whom it pertains, or as otherwise permitted by law.

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7/27/2012

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15

**Meisler, Carole**

---

**From:** Meisler, Carole  
**Sent:** Tuesday, July 24, 2012 9:59 AM  
**To:** Morrison, Christina  
**Cc:** Riddle, Steve; Johnson, Sheryl L; Wahl, Cheryl  
**Subject:** RE: Pankaj Gupta

Just spoke to the CGS employee- When the ee asked Victoria if the physician could be reached via the telephone number on the application-

Victoria told her "no he cannot be reached at this telephone number."

Per the CGS employee - there is no expectation that the physician will be reached at that number personally.

She is causing financial harm to the organization.

---

**From:** Johnson, Victoria  
**Sent:** Tuesday, July 24, 2012 7:27 AM  
**To:** Riddle, Steve; Johnson, Sheryl L; Meisler, Carole; Wahl, Cheryl  
**Subject:** FW: Pankaj Gupta

Hi All,

While Carole explained yesterday that we can answer the phone here at the Central Billing Office for the providers, I received the email below from the support team at CGS advising us differently.

Carole can you please tell me who you spoke with that suggested we continue to take calls here in the office.

I have a close friend that works for HHS/OIG who I called last night to verify what CGS is telling us although it has been listed below from their Program Integrity Manual. Just waiting to hear from him.

I will forward this to our team.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk

7/27/2012

UHPS-JOHNSON 1494

16

**Meisler, Carole**

---

**From:** Meisler, Carole  
**Sent:** Tuesday, July 24, 2012 10:14 AM  
**To:** Johnson, Victoria  
**Cc:** Riddle, Steve; Morrison, Christina; Johnson, Sheryl L  
**Subject:** Shamekia is calling in 15 minutes  
**Importance:** High

Hello Victoria-

I spoke to Shamekia's supervisor.

The CGS supervisor directed the following to be done in order to prevent delay that is occurring in this process- both for UHSP and CGS.

Shamekia will be calling you in 15 minutes. She will ask you if the provider can be reached at the telephone number on the application.

Per the Supervisor - Tell Shamekia that the provider will not pick up the telephone but as part of your job description, you get any message to him/her, that you will contact the provider for CGS as part of your job.

**Carole Meisler**

Local Compliance Officer

University Hospitals Physician Services

24701 Euclid Avenue

Euclid, OH 44117

Office: 216.692.1971 FAX: 216.383.6738

carole.meisler@uhhospitals.org

7/27/2012

UHPS-JOHNSON 1503

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**Meisler, Carole**

---

**From:** Meisler, Carole

**Sent:** Tuesday, July 24, 2012 12:25 PM

**To:** Wahl, Cheryl

**Cc:** Riddle, Steve; Morrison, Christina; Johnson, Sheryl L

**Subject:** RE: Pankaj Gupta

Victoria is causing financial harm to both CGS and UHPS by creating unnecessary delay in the processing of Form 8551.

- 1) She places her telephone number in the application as the contact number.
- 2) CGS calls Victoria's telephone, as part of their process, and asks if the physicians can be reached at this telephone number.
- 3) Victoria answers "No, they cannot be reached at this number."

---

(Per Shamikia's supervisor, Paula Patti, Patty suspects, after reviewing the emails between her ee and Victoria, that Victoria is telling Shamikia that UHPS has instructed Victoria to give the wrong information to CGS)

- 4) At that point, the process stops and the delay begins.
- 5) The CGS employee then must produce a letter to Victoria confirming that the information on the application is incorrect.
- 6) CGS employees are creating and mailing letters to Victoria, which is inefficiency for them to have to create. (Cost of time/ paper/ ink) and a redundancy
- 7) Victoria gets the letter and tells Sheryl and Steve that she is getting multiple rejections because of the UHPS process.
- 8) This delays the processing of the form and possible delays in payment.

There may be other costs – I am on my way to the MSC for the Dept mtg.

---

**From:** Wahl, Cheryl

**Sent:** Tuesday, July 24, 2012 11:57 AM

**To:** Meisler, Carole; Morrison, Christina

**Cc:** Riddle, Steve; Johnson, Sheryl L

**Subject:** RE: Pankaj Gupta

How is she causing financial harm?

Cheryl Forino Wahl  
Chief Compliance Officer  
Ph: (216) 767-8223

-----Original Message-----

7/27/2012

UHPS-JOHNSON 1504

**From:** Meisler, Carole  
**Sent:** Tuesday, July 24, 2012 09:58 AM Eastern Standard Time  
**To:** Morrison, Christina  
**Cc:** Riddle, Steve; Johnson, Sheryl L; Wahl, Cheryl  
**Subject:** RE: Pankaj Gupta

Just spoke to the CGS employee- When the ee asked Victoria if the physician could be reached via the telephone number on the application-

Victoria told her "no he cannot be reached at this telephone number."

Per the CGS employee - there is no expectation that the physician will be reached at that number personally.

She is causing financial harm to the organization.

---

**From:** Johnson, Victoria  
**Sent:** Tuesday, July 24, 2012 7:27 AM  
**To:** Riddle, Steve; Johnson, Sheryl L; Meisler, Carole; Wahl, Cheryl  
**Subject:** FW: Pankaj Gupta

Hi All,

While Carole explained yesterday that we can answer the phone here at the Central Billing Office for the providers, I received the email below from the support team at CGS advising us differently.

Carole can you please tell me who you spoke with that suggested we continue to take calls here in the office.

I have a close friend that works for HHS/OIG who I called last night to verify what CGS is telling us although it has been listed below from their Program Integrity Manual. Just waiting to hear from him.

I will forward this to our team.

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

7/27/2012

UHPS-JOHNSON 1505



**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com]  
**Sent:** Monday, July 23, 2012 1:59 PM  
**To:** Johnson, Victoria  
**Subject:** RE: Pankaj Gupta

---

Hello Victoria,

I have checked with my support team, and I was advised that the provider has to be able to be reached directly at the number. I have listed what the Program Integrity Manual states below:

**15.5.2.2 – Correspondence Address**

(Rev. 414, Issued: 04-06-12, Effective: 05-07-12, Implementation: 05-07-12)

**A. Background**

The correspondence address must be one where the contractor can directly contact the applicant to resolve any issues once the provider is enrolled in the Medicare program. It cannot be the address of a billing agency, management services organization, chain home office, or the provider's representative (e.g., attorney, financial advisor). It can, however, be a P.O. Box or, in the case of an individual practitioner, the person's home address.

The contractor shall call the telephone number listed in this section to verify that the contractor can directly contact the applicant. If an answering service appears and the contractor can identify it as the applicant's personal service, it is not necessary to talk directly to the applicant or an official thereof. The contractor only needs to verify that the applicant can be reached at this number.

Thanks!

---

**From:** Johnson, Victoria [mailto:Victoria.Johnson@UHhospitals.org]  
**Sent:** Monday, July 23, 2012 12:05 PM  
**To:** SHAMEKIA MCLAUGHLIN  
**Subject:** RE: Pankaj Gupta

I guess our Compliance Officer said it is okay for us to answer the phone and verify that the doctor can be reached here and we should pass on a message to the doctor. Please verify that this is correct.

Thanks for your assistance.

Victoria D. Johnson

University Hospitals Medical Group, Inc.

7/27/2012

Provider Enrollment Specialist

24701 Euclid Avenue

Euclid, Ohio 44117

Mailstop:NET6099

216-383-6614 Desk

216-201-4288 Rightfax

Email address: [victoria.johnson@UHHospitals.org](mailto:victoria.johnson@UHHospitals.org)

---

**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com]

**Sent:** Monday, July 23, 2012 1:00 PM

**To:** Johnson, Victoria

**Subject:** RE: Pankaj Gupta

Hello Victoria,

I am going to forward this information to our support team and wait for a reply from support.

---

**From:** Johnson, Victoria [mailto:Victoria.Johnson@UHHospitals.org]

**Sent:** Monday, July 23, 2012 11:56 AM

**To:** SHAMEKIA MCLAUGHLIN

**Subject:** RE: Pankaj Gupta

My Managers Sheryl Johnson, Steve Riddle and our Compliance Officer Carole Meisler.

Victoria D. Johnson

University Hospitals Medical Group, Inc.

Provider Enrollment Specialist

24701 Euclid Avenue

Euclid, Ohio 44117

Mailstop:NET6099

216-383-6614 Desk

216-201-4288 Rightfax

Email address: [victoria.johnson@UHHospitals.org](mailto:victoria.johnson@UHHospitals.org)

---

**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com]

**Sent:** Monday, July 23, 2012 12:51 PM

7/27/2012

UHPS-JOHNSON 1507

**To:** Johnson, Victoria  
**Subject:** RE: Pankaj Gupta

Hello Victoria,

May I ask who told you to keep using that number and address?

---

**From:** Johnson, Victoria [<mailto:Victoria.Johnson@UHhospitals.org>]  
**Sent:** Monday, July 23, 2012 11:50 AM  
**To:** SHAMEKIA MCLAUGHLIN  
**Subject:** RE: Pankaj Gupta

This is what I am interpreting however I have been told to continue to use this address and telephone number, can you verify with your Supervisor and Manager.

Thanks.

Victoria D. Johnson

University Hospitals Medical Group, Inc.

Provider Enrollment Specialist

24701 Euclid Avenue

Euclid, Ohio 44117

Mailstop:NET6099

216-383-6614 Desk

216-201-4288 Rightfax

Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

---

**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [<mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com>]  
**Sent:** Monday, July 23, 2012 12:46 PM  
**To:** Johnson, Victoria  
**Subject:** RE: Pankaj Gupta

*Hello Victoria*

7/27/2012

UHPS-JOHNSON 1508

*The address listed in section 2 cannot be of the billing service (see that section of the application) we need, a valid correspondence address and phone number for the provider in this section and we will have to be able to reach the provider at that number listed.*

Thanks!

---

**From:** Johnson, Victoria [mailto:Victoria.Johnson@UHhospitals.org]  
**Sent:** Monday, July 23, 2012 11:36 AM  
**To:** SHAMEKIA MCLAUGHLIN  
**Subject:** RE: Pankaj Gupta

Hi Shamekila,

With regard to section 2b, and your question if the provider can be reached directly at this location. The providers can not be reached here as this is the office where we enroll the providers and provide in house billing services for them. The practice location is 11100 Euclid Avenue, Cleveland, Ohio 44106. How do we address this issue if the provider cannot be reached here?

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**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com]  
**Sent:** Friday, July 20, 2012 8:28 AM  
**To:** Johnson, Victoria  
**Subject:** RE: Pankaj Gupta

Good morning!

I will give you a call in about 30 minutes and explain if that is ok with you.

---

**From:** Johnson, Victoria [mailto:Victoria.Johnson@UHhospitals.org]  
**Sent:** Friday, July 20, 2012 6:56 AM

7/27/2012

**To:** SHAMEKIA MCLAUGHLIN  
**Subject:** RE: Pankaj Gupta

Hi Shamekia,

Can you please clarify what CGS expectations are when asking if the provider can be reached at this number and what number should be listed in section 2b?

I will have the provider comply.

Thanks.

Victoria D. Johnson

University Hospitals Medical Group, Inc.

Provider Enrollment Specialist

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Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

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**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com]

**Sent:** Thursday, July 19, 2012 4:04 PM

**To:** Johnson, Victoria

**Subject:** Pankaj Gupta

*Hello Victoria,*

*I am processing the application for Pankaj Gupta, and I need some corrections to the application before I can process it. I will need a valid number to be placed in section 2b; the corrections require a new signed and dated section 15. The requested information may be faxed to 615-664-5925; I have provided my contact information below if you should have any questions.*

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Thanks!

Shamekia McLaughlin  
CGS  
Provider Enrollment  
Two Vantage Way  
Nashville, TN 37228-1514  
615-660-5226  
KY fax# 615-664-5915  
OH fax # 615-664-5925  
Online Provider Enrollment Application Status

Thank You in Advance!

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[http://www.cgsmedicare.com/medicare\\_dynamic/PE/Login.asp](http://www.cgsmedicare.com/medicare_dynamic/PE/Login.asp)

CMS-855I (revised 07/11) can be found: <http://www.cms.gov/cmsforms/downloads/cms855i.pdf>

CMS-855R (revised 07/11) can be found: <http://www.cms.gov/cmsforms/downloads/cms855r.pdf>

CMS-855B (revised 07/11) can be found: <http://www.cms.gov/cmsforms/downloads/cms855b.pdf>

CMS 588 (revised 05/10)(EFT Agreement): <http://www.cms.gov/cmsforms/downloads/CMS588.pdf>

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<http://www.cms.gov/cmsforms/downloads/cms460.pdf>

For applications in process: to expedite the processing please remember to include your reference number on all communications to CGS

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7/27/2012

UHPS-JOHNSON 1513



216-201-4288 Rightfax

Email address: [victoria.johnson@UHHospitals.org](mailto:victoria.johnson@UHHospitals.org)

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**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com]  
**Sent:** Monday, July 23, 2012 1:59 PM  
**To:** Johnson, Victoria  
**Subject:** RE: Pankaj Gupta

Hello Victoria,

I have checked with my support team, and I was advised that the provider has to be able to be reached directly at the number. I have listed what the Program Integrity Manual states below:

#### **15.5.2.2 – Correspondence Address**

(Rev. 414, Issued: 04-06-12, Effective: 05-07-12, Implementation: 05-07-12)

##### **A. Background**

The correspondence address must be one where the contractor can directly contact the applicant to resolve any issues once the provider is enrolled in the Medicare program. It cannot be the address of a billing agency, management services organization, chain home office, or the provider's representative (e.g., attorney, financial advisor). It can, however, be a P.O. Box or, in the case of an individual practitioner, the person's home address.

The contractor shall call the telephone number listed in this section to verify that the contractor can directly contact the applicant. If an answering service appears and the contractor can identify it as the applicant's personal service, it is not necessary to talk directly to the applicant or an official thereof. The contractor only needs to verify that the applicant can be reached at this number.

Thanks!

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**From:** Johnson, Victoria [mailto:Victoria.Johnson@UHHospitals.org]  
**Sent:** Monday, July 23, 2012 12:05 PM  
**To:** SHAMEKIA MCLAUGHLIN  
**Subject:** RE: Pankaj Gupta

I guess our Compliance Officer said it is okay for us to answer the phone and verify that the doctor can be reached here and we should pass on a message to the doctor. Please verify that this is correct.

Thanks for your assistance.

7/27/2012

Victoria D. Johnson

University Hospitals Medical Group, Inc.

Provider Enrollment Specialist

24701 Euclid Avenue

Euclid, Ohio 44117

Mailstop:NET6099

216-383-6614 Desk

216-201-4288 Rightfax

Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

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**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com]

**Sent:** Monday, July 23, 2012 1:00 PM

**To:** Johnson, Victoria

**Subject:** RE: Pankaj Gupta

Hello Victoria,

I am going to forward this information to our support team and wait for a reply from support.

---

**From:** Johnson, Victoria [mailto:Victoria.Johnson@UHhospitals.org]

**Sent:** Monday, July 23, 2012 11:56 AM

**To:** SHAMEKIA MCLAUGHLIN

**Subject:** RE: Pankaj Gupta

My Managers Sheryl Johnson, Steve Riddle and our Compliance Officer Carole Meisler.

Victoria D. Johnson

University Hospitals Medical Group, Inc.

Provider Enrollment Specialist

24701 Euclid Avenue

Euclid, Ohio 44117

Mailstop:NET6099

216-383-6614 Desk

216-201-4288 Rightfax

Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

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**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com]  
**Sent:** Monday, July 23, 2012 12:51 PM  
**To:** Johnson, Victoria  
**Subject:** RE: Pankaj Gupta

Hello Victoria,

May I ask who told you to keep using that number and address?

---

**From:** Johnson, Victoria [mailto:Victoria.Johnson@UHhospitals.org]  
**Sent:** Monday, July 23, 2012 11:50 AM  
**To:** SHAMEKIA MCLAUGHLIN  
**Subject:** RE: Pankaj Gupta

This is what I am interpreting however I have been told to continue to use this address and telephone number, can you verify with your Supervisor and Manager.

Thanks.

Victoria D. Johnson

University Hospitals Medical Group, Inc.

Provider Enrollment Specialist

24701 Euclid Avenue

Euclid, Ohio 44117

Mailstop:NET6099

216-383-6614 Desk

216-201-4288 Rightfax

Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

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**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com]  
**Sent:** Monday, July 23, 2012 12:46 PM  
**To:** Johnson, Victoria  
**Subject:** RE: Pankaj Gupta

*Hello Victoria*

7/27/2012

*The address listed in section 2 cannot be of the billing service (see that section of the application) we need a valid correspondence address and phone number for the provider in this section and we will have to be able to reach the provider at that number listed.*

*Thanks!*

---

**From:** Johnson, Victoria [<mailto:Victoria.Johnson@UHhospitals.org>]  
**Sent:** Monday, July 23, 2012 11:36 AM  
**To:** SHAMEKIA MCLAUGHLIN  
**Subject:** RE: Pankaj Gupta

Hi Shamekia,

With regard to section 2b, and your question if the provider can be reached directly at this location. The providers can not be reached here as this is the office where we enroll the providers and provide in house billing services for them. The practice location is 11100 Euclid Avenue. Cleveland, Ohio 44106. How do we address this issue if the provider cannot be reached here?

Victoria D. Johnson

University Hospitals Medical Group, Inc.

Provider Enrollment Specialist

24701 Euclid Avenue

Euclid, Ohio 44117

Mailstop:NET6099

216-383-6614 Desk

216-201-4288 Rightfax

Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

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**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [<mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com>]  
**Sent:** Friday, July 20, 2012 8:28 AM  
**To:** Johnson, Victoria  
**Subject:** RE: Pankaj Gupta

Good morning!

I will give you a call in about 30 minutes and explain if that is ok with you.

---

7/27/2012

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**From:** Johnson, Victoria [<mailto:Victoria.Johnson@UHhospitals.org>]  
**Sent:** Friday, July 20, 2012 6:56 AM  
**To:** SHAMEKIA MCLAUGHLIN  
**Subject:** RE: Pankaj Gupta

---

Hi Shamekia,

Can you please clarify what CGS expectations are when asking if the provider can be reached at this number and what number should be listed in section 2b?

I will have the provider comply.

Thanks.

---

Victoria D. Johnson  
University Hospitals Medical Group, Inc.  
Provider Enrollment Specialist  
24701 Euclid Avenue  
Euclid, Ohio 44117  
Mailstop:NET6099  
216-383-6614 Desk  
216-201-4288 Rightfax  
Email address: [victoria.johnson@UHhospitals.org](mailto:victoria.johnson@UHhospitals.org)

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**From:** SHAMEKIA.MCLAUGHLIN@cgsadmin.com [<mailto:SHAMEKIA.MCLAUGHLIN@cgsadmin.com>]  
**Sent:** Thursday, July 19, 2012 4:04 PM  
**To:** Johnson, Victoria  
**Subject:** Pankaj Gupta

Hello Victoria,

*I am processing the application for Pankaj Gupta, and I need some corrections to the application before I can process it. I will need a valid number to be placed in section 2b; the corrections require a new signed and dated section 15. The requested information may be faxed to 615-664-5925; I have provided my contact information below if you should have any questions.*

7/27/2012

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*Thanks!*

Shamekia McLaughlin  
CGS  
Provider Enrollment  
Two Vantage Way  
Nashville, TN 37228-1514  
615-660-5226  
KY fax# 615-664-5915  
OH fax # 615-664-5925  
Online Provider Enrollment Application Status  
Thank You in Advance!

Want to stay abreast of CGS updates and changes in Medicare? Join our ListServ!  
You can check the status of your application at:  
[http://www.cgsmedicare.com/medicare\\_dynamic/PE/Login.asp](http://www.cgsmedicare.com/medicare_dynamic/PE/Login.asp)  
CMS-855I (revised 07/11) can be found: <http://www.cms.gov/cmsforms/downloads/cms855i.pdf>  
CMS-855R (revised 07/11) can be found: <http://www.cms.gov/cmsforms/downloads/cms855r.pdf>  
CMS-855B (revised 07/11) can be found: <http://www.cms.gov/cmsforms/downloads/cms855b.pdf>  
CMS 588 (revised 05/10)(EFT Agreement): <http://www.cms.gov/cmsforms/downloads/CMS588.pdf>  
CMS 460 (revised 04/10)(Participation Agreement):  
<http://www.cms.gov/cmsforms/downloads/cms460.pdf>

For applications in process: to expedite the processing please remember to include your reference number on all communications to CGS

Want to stay abreast of CGS updates and changes in Medicare? Join our ListServ!

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